QuickHire®

Evaluate the people, not the paper.

USER'S GUIDE

VERSION 4.0

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CHAPTER 1
WELCOME TO QUICKHIRE®

1.0 Overview

This manual is primarily intended for system users who will be responsible for applicant recruiting, processing, system usage and record maintenance. While using the system, or before beginning a task, refer to this manual for helpful information and instructions. Learn how to do the following with the help of this guide:

- Create a job vacancy and its companion employment application
- Prepare Position Descriptions; job qualification criteria; and Knowledge, Skills, Abilities (KSA) questions
- Build and weight evaluation criteria for the applicant scoring module
- Search and retrieve information from the applicant database
- Print and/or email applicant correspondence
- Generate certificates of eligibles and statistical reports
- Interface and/or export data to other file formats

1.1 System Overview

QuickHire® is the hiring system of choice for government agencies that need to identify top talent in this fast paced, web-focused world. QuickHire® is designed to help users every step of the way. With QuickHire®, the user can use the power of the Internet to build and post vacancies and ask the questions the user needs answered to evaluate and hire the best applicants. QuickHire® computerizes employment applications so that they can be evaluated electronically. Use the system to create Position Descriptions (PDs) and an online job application to be posted on the organization's web site, and on USA Jobs. Distribute Diversity Initiative Notification (DIN) to hundreds of organizations. Applicants can then submit their applications online and, if they wish, include an electronic version of their resume. QuickHire® can use the information submitted to screen, score and rank the applicant pool, following criteria set by the users. The system provides a tool to email applicants to request additional information or keep them abreast of their application. There are also tools for generating information, reporting, and user and system maintenance. All of this is combined with different levels of user rights to protect the integrity of the hiring process.

Figure 1.1 displays steps of the hiring process and how QuickHire® facilitates the workflow of employee recruiting, including job posting, using the “Q” Engine technology, along with the applicant response, electronic scoring and application processing modules.

Fig. 1.1 The HiringProcess

System access is controlled on a secure basis using encrypted password protection. It can accept input over a local area network (LAN), a wide area network (WAN), an Intranet and/or the Internet. Its database is Structured Query Language (SQL) compliant so it can be configured to work with other SQL database management systems, such as Oracle, Sybase, Progress and SQL Server.

1.2 Other Features

QuickHire® is web-enabled so the Internet can be utilized to recruit job applicants and have them send applications electronically, which the system then processes automatically. Other key features include:

- Veterans and other preference settings
- Race and National Origin (RNO) data collection
- Ability to electronically capture resume and/or other text submissions by applicants
- Data analysis using applicant information to assess overall quality trends and for EEO reporting purposes
- Determination of Merit Promotion eligibility

1.3 Complementary Applications

Related QuickHire® HR technology tools which may be integrated into the user's system are SurveyMe™ and OnlineExam™. Both utilize the QuickHire® "Q" Engine.

OnlineExam™ allows the user to create a library of question sets and a processing/ scoring/reporting module for administering exams, tests, or quizzes in a secure client-server environment using either an internal server or Internet/Intranet linkage. It offers an additional mechanism for determining applicant KSAs (knowledge, skills, and abilities). It is also widely used for distance learning situations.

SurveyMe™ provides an effective way of data sampling using a questionnaire format. Response data is automatically compiled for statistical analysis. The system enables the user to create questions and set up surveys, the results of which can be published at a central web site or emailed within the enterprise on a controlled basis. It offers organizations a simple, inexpensive way to sample both internal and external opinion groups using Internet technology. HR applications include employee opinion polls as well as part of the exit interview process.

1.4 Summary

This chapter contained an overview of QuickHire® its system components and basic features. The chapters to come will include information on system login, main menu layout, creating and editing standard and USA job vacancies with application questions, adding weighting criteria to responses, generating reports, viewing applicant records, and working within data administration. The final two chapters include information on System Settings and Support and Web Based Client Data Retrieval.

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CHAPTER 2
GETTING STARTED

2.0 Overview

To activate the system, it is first necessary to login. When the user opens the QuickHire® application, the following window, **Figure 2.1**, appears:

Fig. 2.1 QuickHire® Login

Enter the assigned **User ID** and **Password** in the appropriate dialog boxes. Note: the password is case sensitive. Then click on the **OK** button or press the Enter (Return) key. This will open the QuickHire® main window and display the main menu, which is described in the next chapter.

If the maximum number of users is logged onto the system, other users may get a license error. The number of licenses purchased by an organization determines the number of users that can be logged onto QuickHire® at one time either in the client application or using the employer feature through the web site. There will be an error message if all of the licenses are already in use. This is simply a matter of trying again at a later time when other users have exited the system.

2.1 User IDs and Passwords

The assignment, issuance and control of User IDs and Passwords are the responsibility of the System Administrator. Depending on the organization's security policy, passwords may be changed periodically. Note that when typing in the password it appears as a string of asterisks (*). This is to hide it from view of unauthorized persons. To protect the information in the system, do not disclose the system password to anyone. In the event of a forgotten password, or if unable to enter the system with the assigned User ID and Password, check with the organization's System Administrator.

2.2 The System Administrator

The System Administrator (SA) is the individual(s) within the user's organization with overall responsibility for the QuickHire® system. Usually the System Administrator is technically qualified in local area network configuration, Internet connections, and related system administration. In addition to creating initial user names and passwords, the SA also assigns system permissions. Some users may need to be able to create new vacancies and job applications using the system, while others may be given management authority to approve transactions, such as posting new vacancies to the Internet. Still others may only need to view information and access reports. Section 11.3 contains a discussion of the user permissions. It is also the System Administrator who normally arranges for technical support if it is required.

2.3 Chapter Summary

To login to QuickHire®, enter the User ID and Password in the boxes provided in the Login Window and either click **OK** or press the Enter key. The System Administrator is an organization's contact person for the QuickHire® system. He or she will provide users with a User ID and Password.

CHAPTER 3
APPLICATION MAIN WINDOW

3.0 Overview

The QuickHire® main menu consists of the following items: **File**, **Vacancy**, **Applicant**, **Report**, **Utility**, **Options**, **Window** and **Help**. Below the main menu is a toolbar of icons. This toolbar, shown below as **Figure 3.1**, allows users to access the most commonly used functions in the main menu quickly.

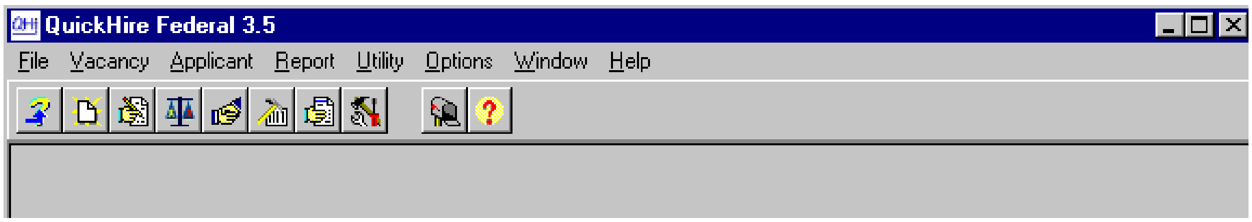
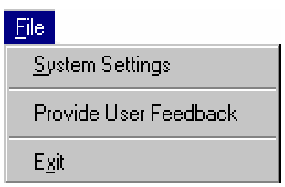


Fig. 3.1 Main Menu

3.1 Main Menu Options

When a user clicks on any of the main menu items, a list of functions that can be accessed using the menu appears. Click on the main menu item to be used. Below is a brief description of each item, including its menu items:

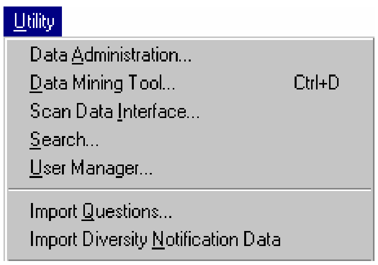


The **File** menu provides the ability to set system preferences, submit feedback, and Exit QuickHire®.

The **Vacancy** menu provides the ability to create, edit and approve vacancies; assign weights and screen outs to vacancy questions, activate and edit the diversity notification process for individual vacancies; and create job certificate, vacancy and email templates.

The **Applicant** menu, which holds the Applicant Manager module, provides access to records of applicants who applied for specific vacancies. Applicant Manager allows users to e-mail, select and hire applicants, run reports and track comments, changes and costs.

The **Report** menu provides access to a variety of Applicant, Organization, Vacancy and Demographic reports, as well as the ability to create customized reports via the Ad Hoc Query Report Tool.



The **Utility** menu provides access to the QuickHire® Data Administration menu, Data Mining tool, Scan Data Interface, Search function, User Manager function, Import Question utility, and Diversity Notification Data import tool.

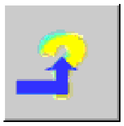
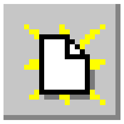
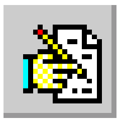
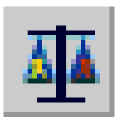
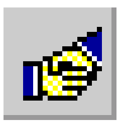
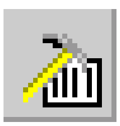
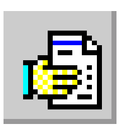
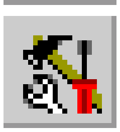
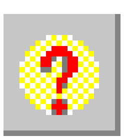
The **Options** menu allows the user to Hide the Toolbar.

Window is a basic Microsoft Windows function providing the ability to Tile, Cascade, and Arrange All Windows. It also lists all currently open windows.

This is the basic Microsoft Windows **Help** function, which contains useful information on the QuickHire® system, as well as advice on using Help. The user can also access Help by clicking on the Help button when working in certain windows.

3.2 Toolbar Buttons

The toolbar row is comprised of speed buttons, also called icons. Icons offer another way of accessing the most commonly used functions of QuickHire®. Each icon is described below. Certain icons may be hidden depending on a user's permissions. See **Figure 3.1** in Section 3.0 again for a view of all the toolbar icons.

	**Build Question**	A tool with a step-by-step series of windows, which are used to create the vacancy questions.
	**Build Vacancy**	A tool with a step-by-step series of windows, which are used to create a new vacancy.
	**Edit Vacancy**	Allows users to edit or complete Vacancies previously created.
	**Weights / Screen Outs for Vacancy**	This tool is used to add weights to application question responses, designate mandatory questions, and signify which, if any, specific answers would automatically make an applicant ineligible.
	**Applicant Manager**	This is a tool for selecting an Applicant and filling a Vacancy, provides access to records of individuals who have applied for openings. Used to manage a vacancy.
	**Data Mining**	A tool that searches for Applicants based on their answers to Vacancy questions. Provides Applicant information in useful summary formats.
	**Ad Hoc Reports**	Allows the user the ability to access the database and create customized reports.
	**Data Administration**	Provides comprehensive access to major functions in a single location. The information that can be accessed falls into the following categories: Organization, OPM Reference Data, Questions, Vacancy, and Users.
	**Help Contents**	Online reference of useful operating procedures and related information on QuickHire®.

3.3 Chapter Summary

Users can access the following major QuickHire® functions from the main menu: File, Vacancy, Applicant, Report, Utility, Options, Window and Help. Many of the functions can also be accessed via a toolbar of icons located below the main menu. To use one of the main functions, click on the function found on the main menu or click on the appropriate icon located on the toolbar.

CHAPTER 4
CREATING A NEW VACANCY

4.0 Overview

New Vacancies can be created and accessed in three ways: by clicking on the toolbar button, which calls up the Vacancy Builder Wizard; by clicking on the appropriate choice in the Vacancy submenu; or by using the Data Administration tool and selecting a vacancy to edit. The first method is the one used most frequently when building new vacancies. The Vacancy Builder Wizard provides the user with a guided process for creating job openings within an organization. The same wizard is used to create both internal and USAJOBS vacancies. There are some fields that are only required for USAJOBS vacancies, such as certain fields in Step #8 (see Section 4.9). Copying a comparable vacancy that already exists in the system and making simple changes, such as adding a different set of opening and closing dates, can shorten the vacancy creation process.

4.1 Vacancy Selection

The Build/Copy Vacancy Selection is the first window, **Figure 4.1**, that appears when accessing the Vacancy Builder Wizard.

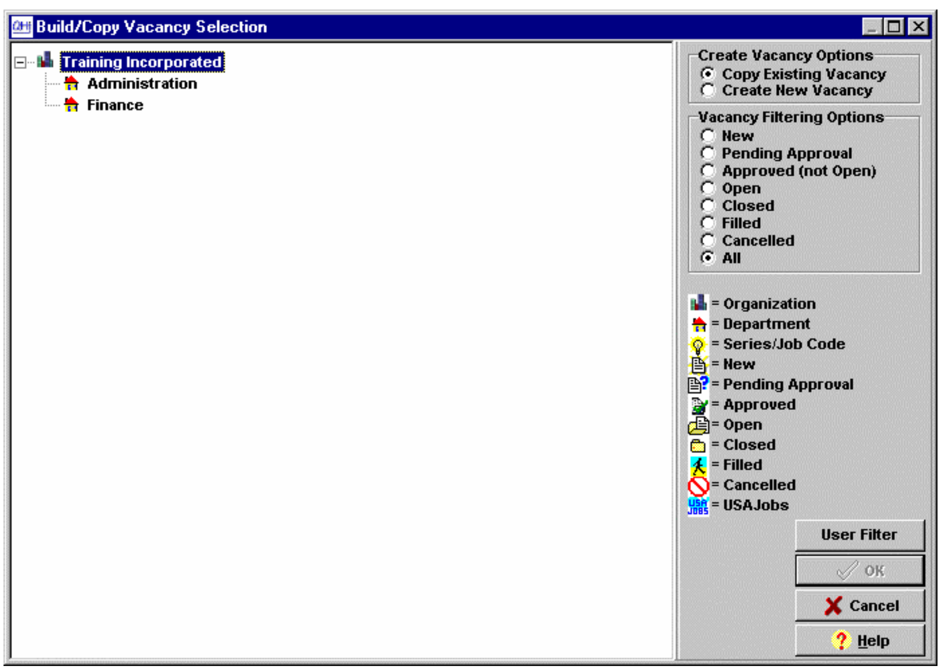


Fig. 4.1 Vacancy Selection

Multiple organizations may be listed if the current user has rights to view data for more than one organization. In this case the user will need to select the Organization and Department for which to create the vacancy by left-clicking the organization name. Then, the user should decide whether to create a new vacancy or copy an existing one. In the top right hand corner of this window, **Figure 4.1**, the user can then choose between two radio buttons in the **Create Vacancy Options** radio box: **Copy Existing Vacancy** or **Create New Vacancy** as appropriate. If copying an existing vacancy, the user will need to select the vacancy to be copied before proceeding.

The radio box below **Create Vacancy Options** is the **Vacancy Filtering Options** radio box. Vacancy Filtering Options allows the user to narrow down the list of vacancies according to whether the user wants to view vacancies that are New, Pending Approval, Approved (not open), Open, Closed, Filled, or cancelled as opposed to viewing All Vacancies. This is the list of all possible vacancy statuses. The options may be restricted in certain screens, depending on the nature of the function or tool. This tool allows users to more easily find and select vacancies to copy.

The first button in the bottom right hand corner of the Vacancy Selection window in **Figure 4.1** is the **User Filter** button. With the User Filter option, the user can more quickly locate a desired vacancy by setting up search criteria. This option is available when the user is building a vacancy by copying an existing one or editing a vacancy. User Filter serves a similar purpose as Vacancy Filtering Options, but has more options in the selection of criteria. To Set the User Filter, click on the **User Filter** button and use the arrows and ellipse button (...) to the right of the Filter Field(s), Operator and Filter Value(s) fields to set the values. In order to set multiple criteria, select the **Insert Row** button and repeat #2. Select **OK** when finished. To deactivate the User Filter, select **User Filter** and click **Remove Filter**.

When finished, click on the **OK** button. This will bring the user to Step #1 of the Vacancy Builder Wizard.

4.2 Step #1 - Enter Vacancy Information

The Enter Vacancy Information window, **Figure 4.2** below, will appear. The fields will be blank if creating a new vacancy. To navigate around this window, either point the mouse and click inside the desired field in which an entry will be made or use the Tab key on the keyboard to move from field to field.

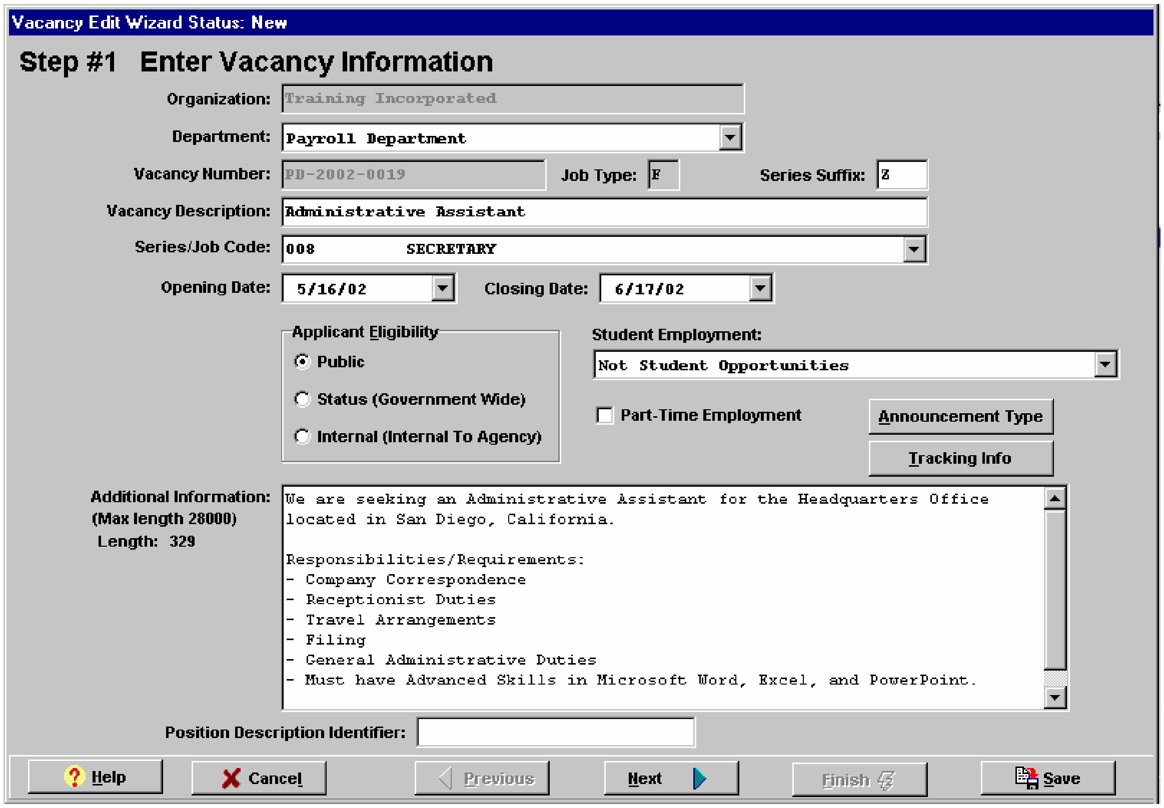


Fig. 4.2 Vacancy Edit Wizard Step #1- Enter Vacancy Information

To create a new Vacancy (see **Figure 4.2** Step #1) the following fields must be filled in with the appropriate information:

- **Organization:** Is the name of the Organization posting the job. The Organization is entered by default. The box will be grayed out as the user has already selected the Organization in the Edit Vacancy Selection screen.

- **Department:** Is the department in the Organization in which the vacancy is located. The user can select a different department by clicking on the drop down arrow button. Additional departments may be added in the Data Administration menu option by users who have Data Administrator permissions.

- **Vacancy Number:** This field is the Vacancy Number, not exceeding 25 characters, which will be assigned to this new posting. It is the primary reference point used by QuickHire® when processing vacancy applications and searching the database, determining the list of qualified applicants, and preparing standard reports. Vacancies are numbered sequentially within the organization's fiscal year. It is a unique designator and the system will not allow entry of a duplicate vacancy number, nor will it allow this field to be empty. When creating a vacancy, the Vacancy Number is auto generated. If Auto-Generate Vacancy Number is selected under System Settings (see Section 12.1.2), this field will be pre-populated and grayed out with the next available Vacancy number.

- **Job Type:** Job Type will always be populated with an “F” which means “Federal.” This field is required for USAJOBS. This field cannot be edited.

- **Series Suffix:** Is a one-letter suffix from the Occupational Title Table established by the government. For any titles not found in the table, a “Z” must be entered. The Series Suffix is populated when a Series/Job Code is selected. If the Occupational Series (otherwise known as the Series/Job Code) has a letter following the four-digit code, then that letter is automatically entered into this field as the suffix.

- **Vacancy Description:** Is a position title such as a Programmer, Staff Accountant, General Manager, Receptionist, Lifeguard, Senior Hydraulic Engineer, Mechanic–Level 2, or Director of Marketing. Up to 250 characters are allowed. This field is required in order to move to the next step.

- **Series/Job Code:** Is a category or “series” that further defines the position. It is selected from the dropdown list found by clicking on the down arrow on the right side of the Series/Job Code field. A Series/Job Code can be composed of letters and/or numbers. These codes make up the basic index of position types within the organization. A user cannot create a vacancy without a job code.

  In the event that a new Series/Job Code must be created, one may be entered via the Data Administration function by a user with the Data Administration permission. The user must close the Vacancy Builder, access Data Administration, and select the organization. Refer to Section 10.1.2 for more information about entering a Series/Job Code. When finished, close Data Administration and open the Vacancy Builder Wizard again. The new Series/Job Code will now be selectable from the dropdown list box.

- **Opening and Closing Date:** The fields Opening Date and Closing Date are the dates during which the Vacancy will be visible on the Internet and applications will be accepted. Clicking on the down arrow key will bring up a calendar. Select the appropriate dates from the calendar. When using the calendar, the left and right arrows allow users to move to months prior to and after the current month, as necessary. Plus clicking on these fields at the top of the calendar can change the month and year. Once posted, editing these fields via the Data Administration or Edit Vacancy functions can change the dates. The most common editing need is the extension of the closing date. Creating a vacancy requires the selection of opening and closing dates.

- **Applicant Eligibility:** This is where the user can determine what type of applicants will be eligible to see and apply to the vacancy. This is done through the three Applicant Eligibility Radio buttons:

  - **Public** – Public vacancies are available to the entire general public. Applications are accepted from all qualified individuals. These vacancies are posted on the user’s local QuickHire® site, as well as sent to OPM for posting on USAJOBS.

   - **Status (Government Wide)** – Status vacancies are only open to current Federal employees, CTAP and ICTAP eligible persons, reinstatement eligible persons, and applicants eligible for noncompetitive appointments. Only applicants with Status (Government) eligibility can view these vacancies. These vacancies are sent to OPM for posting on USAJOBS and posted on the user's local QuickHire® site.

   - **Internal (Internal to Agency)** – Internal vacancies are only open to Federal employees currently employed by the user's organization. These vacancies are not sent to OPM for posting on USAJOBS, but they are posted on the user's local QuickHire® site.

- **Student Employment and Part Time Employees:** The Student Employment drop down box allows the user to select a specific student program for which a Vacancy can be created, and the Part Time Employees check box allows the user to define the type of position advertised by the vacancy. The Part Time Employees checkbox should remain unselected, unless the user wishes to fill the particular vacancy announcement with a part-time work schedule. This selection is required by the OPM template and is linked to the Search Functions on the USAJOBS website.

- **Announcement Type**: The Announcement Type button allows the user to select the Announcement Type for the Vacancy, which can be helpful for future reporting needs. Clicking on the Announcement Type button opens the Announcement Type List Selection window (see **Figure 4.3**) which allows the user to select one or all Announcement Types in the list.

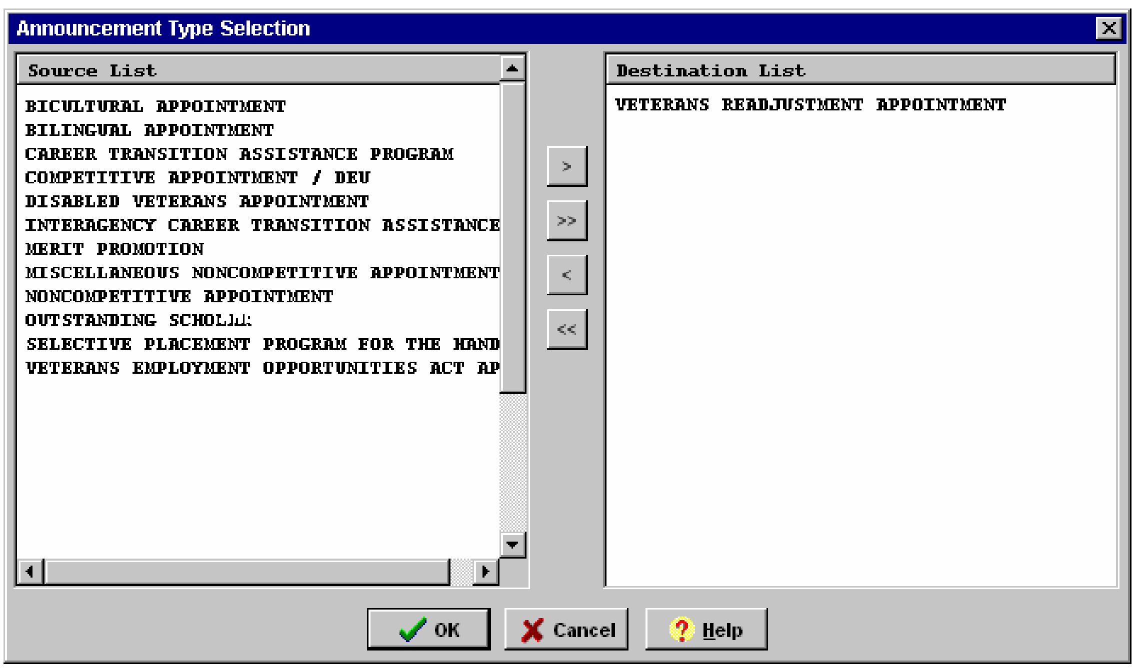


Fig. 4.3 Announcement Type List Selection Window

This window is divided into two sections, the Source List and the Destination List. The Source List contains all the announcement types which were created in the

Data Administration module. From this window, the user can select the appropriate announcement type(s). To add a single announcement type, select the announcement type and click the right arrow button. To add all the announcement types, click the double right arrow button. The selected announcement types will appear in the Destination List. Clicking OK will save the selections and bring the user back to Step #1 of the Vacancy Builder. Clicking Cancel will not save the selections and will bring the user back to Step #1 of the Vacancy Builder.

Announcement Types are created in the Data Administration module. The Announcement Type fields are not mandatory when building a vacancy; however if the user chooses to designate announcement types, each announcement type can have multiple announcement types selected. Examples of Announcement Types include Disabled Veterans Appointment, Merit Promotion, and Selective Placement Program for the Handicapped.

When generating a Job Certificate in the Applicant Manager module (See **Chapter 8**), users will see an announcement type drop down box. Clicking on the drop down arrow will show a list box with the types of announcements; this list is driven by the announcement types selected in Step #1 of the Vacancy Builder. Note: the Announcement Type field is not required to generate a Job Certificate.

- **Tracking Info:** The Tracking Info button opens the Vacancy Tracking Information screen, **Figure 4.4**. This feature allows the user to designate the following fields in regards to the request to post the Vacancy: Request Number (limit of 25 characters), Date Received in HR (click drop down arrow to view Calendar), Date Approved to Recruit (click drop down arrow to view Calendar) and Requesting Official (limit 50 characters), though all of these fields are not mandatory. These fields will be available with the Ad Hoc Query module; therefore, users can use these fields when creating custom Ad Hoc Reports.

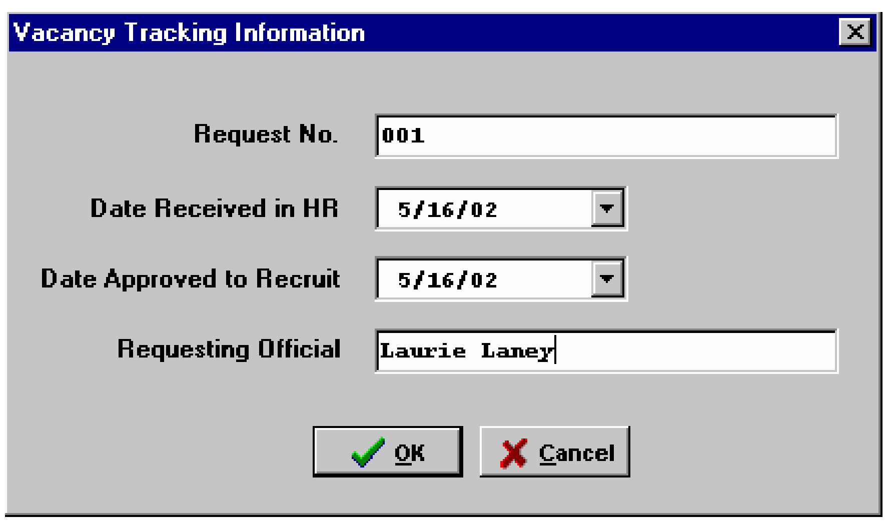


Fig. 4.4 Tracking Info

- **Additional Information:** Enter or insert the Position Description (PD) and qualifications requirement text in the Additional Information box. This important field contains the key information on the vacancy that applicants will see and to which they will respond. By right clicking anywhere in the Additional Information field, text can be loaded from an external file or if an appropriate one exists, one or more of the vacancy templates can be used to populate this field. Note that entries are limited to 28,000 characters, including spaces, in this field. The number appearing next to "Length" which is to the left of the Additional Information field will keep a tally of the number of characters used. (Note: For users that have purchased the QuickClassification module, users can load a position description if they have the "Load PD" user permission.)

  If no template exists and new text is needed, it can be entered directly. However, this task is usually best accomplished by first writing, reviewing, and formatting the description "off-line" using a word processor or Notepad and then copying the file and inserting it into the field provided for Additional Information. Alternatively, a new template can be created (see instructions below).

  To load a text file into the **Additional Information** box, right-click in the Additional Information textbox. Select the **Load from File** option. Select the drive, directory, and file to load from the Open window. Select the **Open** button.

  To use an existing template or create a new one (see **Figure 4.5** Templates Window below), right-click in the **Additional Information** textbox and choose Use Template. Select the Series Number and Description corresponding to the vacancy. To work with an existing template, select the desired Template Description and edit as necessary by clicking on the **Edit** button. To create a new template, click on the **New** button. Enter a unique Template Description and type the text into Template Information, using the Spell Check button (SP) as necessary. A Position Description identifier can also be entered. Then click on **Save**. Select Copy to insert the template into the **Additional Information** field. This will also close the Templates window.

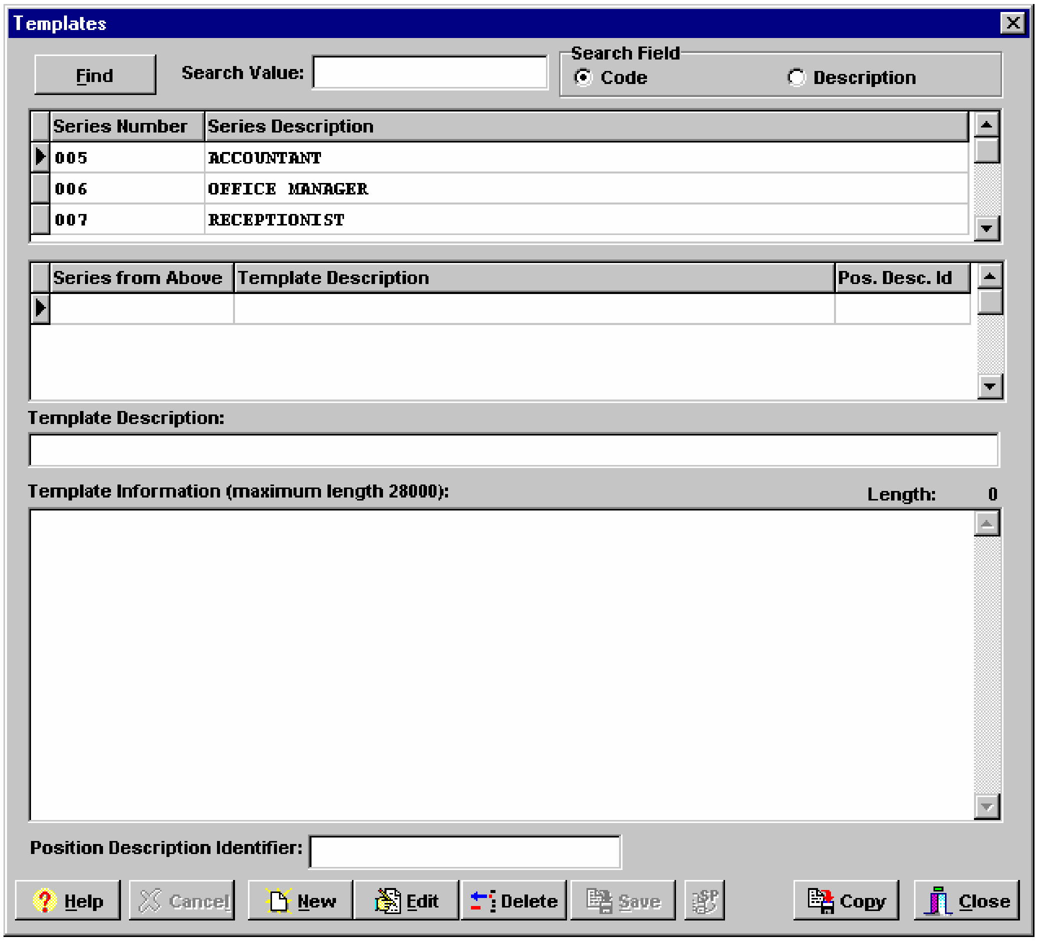


Fig. 4.5 Templates Window

For organizations with a particularly long list of series/job codes and templates, it is possible to search the list. At the top of the window is a **Find** button, followed by a blank **Search Value** field and **Search Field** selection. Enter the job code or series description to search for, identify whether the search criteria is a Code or a Description by clicking on the appropriate choice, and select Find. If the exact code or description is not known, the percent sign (%) can be used as a wildcard. Simply enter the known information and substitute the percent sign for the unknown, and then select the Find button.

After selecting Copy, the formatted text will appear in the field Additional Information. Multiple templates can be used to fill this field, with a limit of 28,000 characters of data. Templates can also be accessed from the Data Administration utility by users with Data Administration permission (see the Data Administration – Template Tab section).

- The **Position Description Identifier** is an optional field that further describes the vacancy for use in conjunction with QuickClassification and other classification systems, such as COHO and HR Manager. It is associated with templates and can be used to group templates together. If there is a Position Description Identifier associated with the Template, it is automatically filled in. If making an entry, it cannot exceed 20 characters.

If the user chose to **Copy Existing** vacancy, after selecting the Vacancy, Step #1 of the Vacancy Builder Wizard will appear with all the fields pre-populated. The user can then edit the fields as necessary. When copying a vacancy, all data within the Vacancy Builder, including an existing vacancy's question(s), is copied. However, this does not include data for opening and closing dates, weights, screen outs, or mandatory questions sections.

Step 1 of the Vacancy Builder Wizard is now completed. Now specific information regarding knowledge, skills, abilities, and experience, which will be asked of the applicant, must be entered. When complete, this form will be combined with other forms and data, such as a Personal Information Form and Legal Notices, in order to generate an Online Employment Application tailored to the specific requirements and desired qualifications for the Vacancy Announcement just completed.

Note: Step #1 must be completed in order to create a Vacancy. However, by clicking on the **Save** button, the data entered in this section can be saved and completed at a later time. This can be done as long as the Organization, Vacancy, Vacancy Description, and Job Code fields are completed. See **Chapter 6** for information on completing a vacancy using the Edit Vacancy function.

4.3 Step #2 – Enter Locations, Pay, Grade and Salary Range Information

In Step #1, basic information for the vacancy, including the length of time the vacancy will be open, and the description of the job is complete. In Step #2, locations, pay, grade and salary range information will be specified. **Figure 4.6** displays the first window for Vacancy Edit Wizard Step #2 – Enter Locations, Pay, Grade and Salary Range Information.

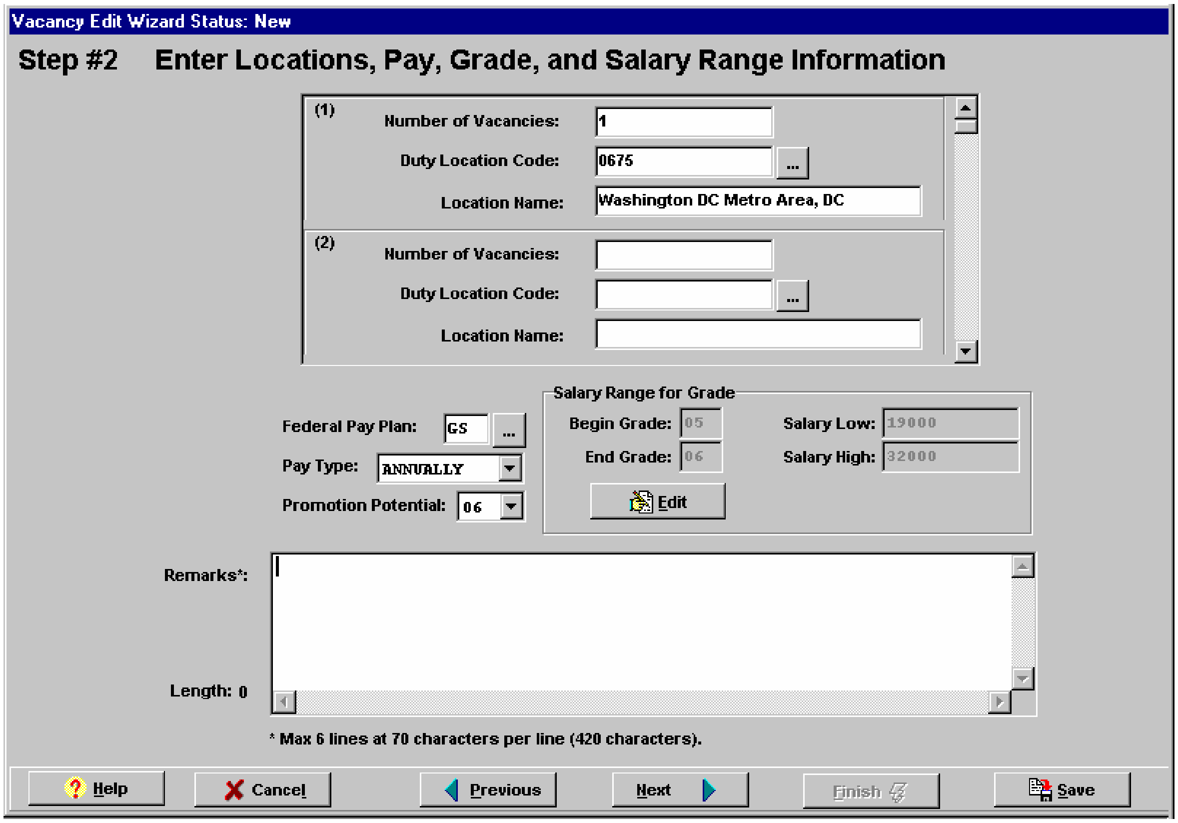


Fig. 4.6 Vacancy Edit Wizard Step #2 – Enter Locations, Pay, Grade and Salary Range Information

- **Locations:** The first section to complete is the Locations section. At least one location is required to save the vacancy, although up to 30 different locations for the same position can be entered. In this case, only the first 3 locations will be sent and listed in the locations section of the listing on the OPM web site because of restrictions on the OPM template. The remaining duty locations will be incorporated into the text of the vacancy announcement.

- **Number of Vacancies:** The user should enter the number of open vacancies here. The user can enter up to 30 different entries here; click on the down arrow to the right of the boxes to see make additional entries.

- **Duty Location Code:** These are OPM specific codes that relate to the work location, anywhere in the world. A valid code must be entered here. By selecting the Ellipse button to the right of the Duty Location Code, the user can look up the appropriate location. The data can be sorted by any of the listed fields by clicking on the column header. Once the location is selected, the Duty Location Code is automatically filled in, as is the Location Name. The Location Name is always autofilled and based on the selected Duty Location Code.

  A search can also be done in the Location Window by **entering a one** in the second Number of Vacancies box and then selecting the **Ellipse button** ... to open the Location lookup window. The following window, **Figure 4.7**, will appear.

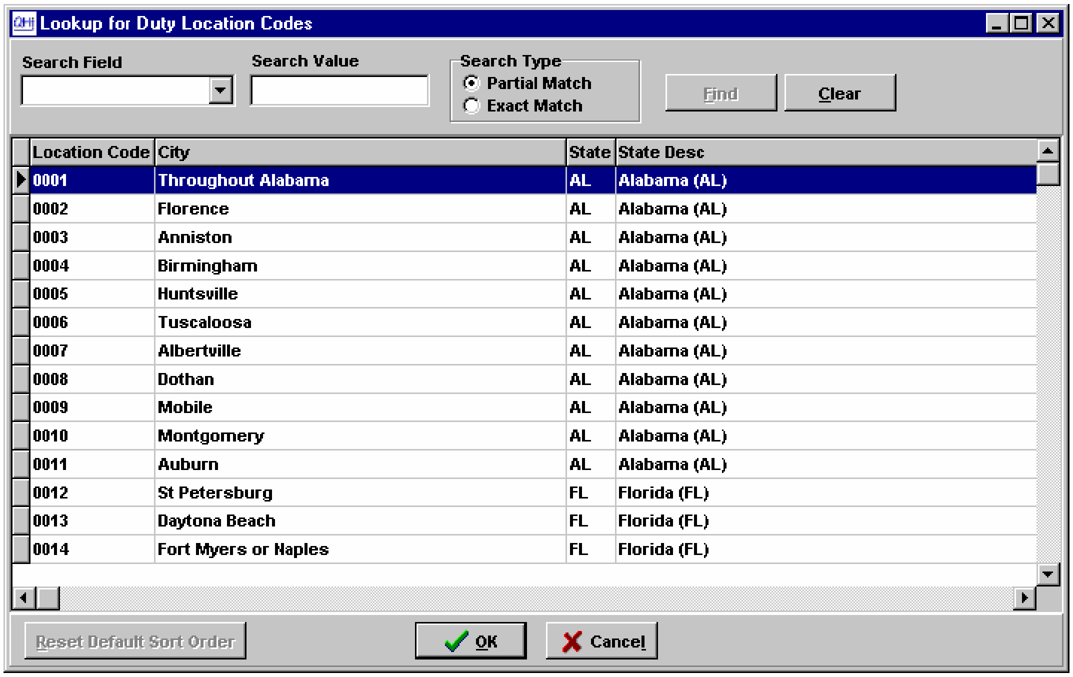


Fig. 4.7 Duty Location Codes

In the **Search Field** drop down box located at the top of the window, the user should **select** the choice upon which to do the search (Location Code, City, State or State Description) and enter the desired **Search Value**. Note that the search is not case sensitive. In the Search Type radio box, the user should choose if they want a **Partial Match** or an **Exact Match**. By clicking the **Find** button, the search will query the list and return only the subset of matching records. The location name and code are automatically filled in. Select the **OK** button to close the Locations Window and return to the Vacancy Builder.

Note – To delete a location, delete the entry in the Number of Vacancies field or the Duty Location field. Because the Location Name field is automatically filled in, the user cannot delete the information. If all three fields are not entered, any extra data will be removed when the data is saved.

- **Location Name:** At least one location is required to save the vacancy, although up to 30 different locations for the same position can be entered. This box will automatically be filled in once a Duty Location Code is chosen. In this case, only the first 3 locations will be sent and listed in the Locations section of the listing on the OPM web site, because of restrictions on the OPM template.

- **Federal Pay Plan and Pay Type:** This field indicates the salary/pay schedule for the position and how the salary range is posted (hourly, weekly, annually). This defaults to GS. The field can be manually changed by typing in a different pay plan or by clicking on the Ellipse button and making a selection from the lookup list.

- **Salary Range For Grade:** This window, see **Figure 4.8**, opens in non-edit mode.

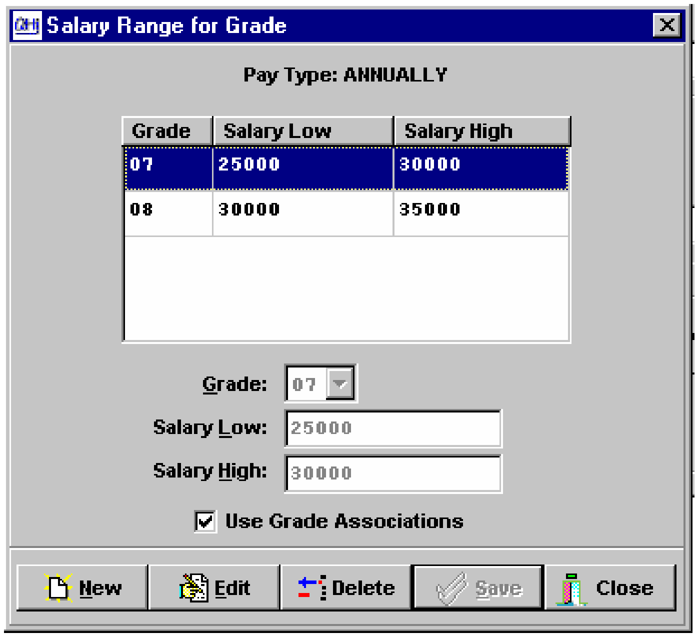


Fig. 4.8 Salary Range for Grade

QuickHire® allows the user to enter a range of grades for a selected vacancy and associated salaries with each grade by selecting the **Edit** button. In this window, the user should list all grades and the associated salary range for which the vacancy is advertised. Click **New** to add a grade. Only grades that have been associated with a particular series will appear in the drop down list for selection. If a new grade needs to be associated with a particular series, this may be done in the Data Administration Module by users with Data Administration permissions. The compensation range stipulated for the position should be entered in the boxes labeled **Salary Low** and **Salary High**. Entries should be annual salary amounts, not exceeding 10 characters. Do not enter a dollar sign ($) or comma. For cents, use the decimal point followed by the amount. The following pertain to USA Jobs for salary:

- if the Pay Schedule is Annual, starting salary cannot exceed $999,999.00,
- if Monthly, starting salary cannot exceed $50,000,
- if Bi-weekly, starting salary cannot exceed $20,000,
- if Weekly, starting salary cannot exceed $10,000,
- if Hourly, starting salary cannot exceed $1,000
- and if Unpaid, starting salary cannot exceed $0.00.

Note, the Salary Low and Salary High fields are mandatory. The user must enter salaries into these two fields. If these fields are left blank when creating a new vacancy, the user will see a pop-up window that states “Required Value missing, Salary Range must have a value.” If these fields are deleted when editing a vacancy, the user will see a pop-up window that states “Salary Low/High: cannot be left blank!”

To create a vacancy for a **SES position ,** the user should select Grade 99. **Grade 99** will be displayed as **Grade 00** in the web application where vacancy announcements are posted.

The user has the option at this time to select the **Use Grade Associations** checkbox which will set the vacancy up to use questions based on the associated grades. This means that all applicants will be asked for which grades they are applying and then will be presented with only the related questions for their selected grades, as well as any All Grades questions. The associated Basic Qualifications questions will be carried over to Grade level tabs, and will not show on the All Grades tabs.

When the user checks the Use Grade Associations checkbox, the following "Warning" message will appear notifying the user to check for duplicate questions. The "Use Grade Associations" checkbox has been checked, resulting in the addition of grade specific questions. This may result in having the same question(s) in the All Grades Tab, as well as in the grade specific tab(s). Please verify the questions in Step #5 of the Vacancy Builder prior to saving the vacancy. Click **OK**.

Note: If Basic Qualifications questions for the selected series and grades have not been associated (the questions are associated in Data Administration), a message will be displayed. The user will not be able to continue past this point with the Use Grade Associations checkbox selected, until questions have been associated in the Data Administration Module.

Selecting the Close button saves the grades and associated salaries and returns the user to the Vacancy Builder. Click **Save**.

- **Promotion Potential:** This field displays the highest grade possible for an employee to reach through promotions in the advertised position. The drop down box displays all possible grades. The user can type the highest grade possible into this field or select the highest grade possible from the drop down box.

- **Remarks Box:** This box allows the user to enter an additional 6 lines of text to the vacancy. The field is limited to 420 characters, which includes spaces. The length is displayed on the left side of the box. For example, the user can type, "We will not be accepting paper applications for this position. The user must apply through the QuickHire® web site."

This completes Step #2 of the Vacancy Builder Wizard; locations, grades and salaries for the vacancy have been defined.

4.4 Step #3 – Enter Contact Information and Skills, Conditions, and/or Considerations

Step #3 allows the user to input certain contact information required by OPM for the vacancy. Most of this data is filled in automatically by the system. The Vacancy Edit

Wizard Step #3, **Figure 4.9** below, is displayed.

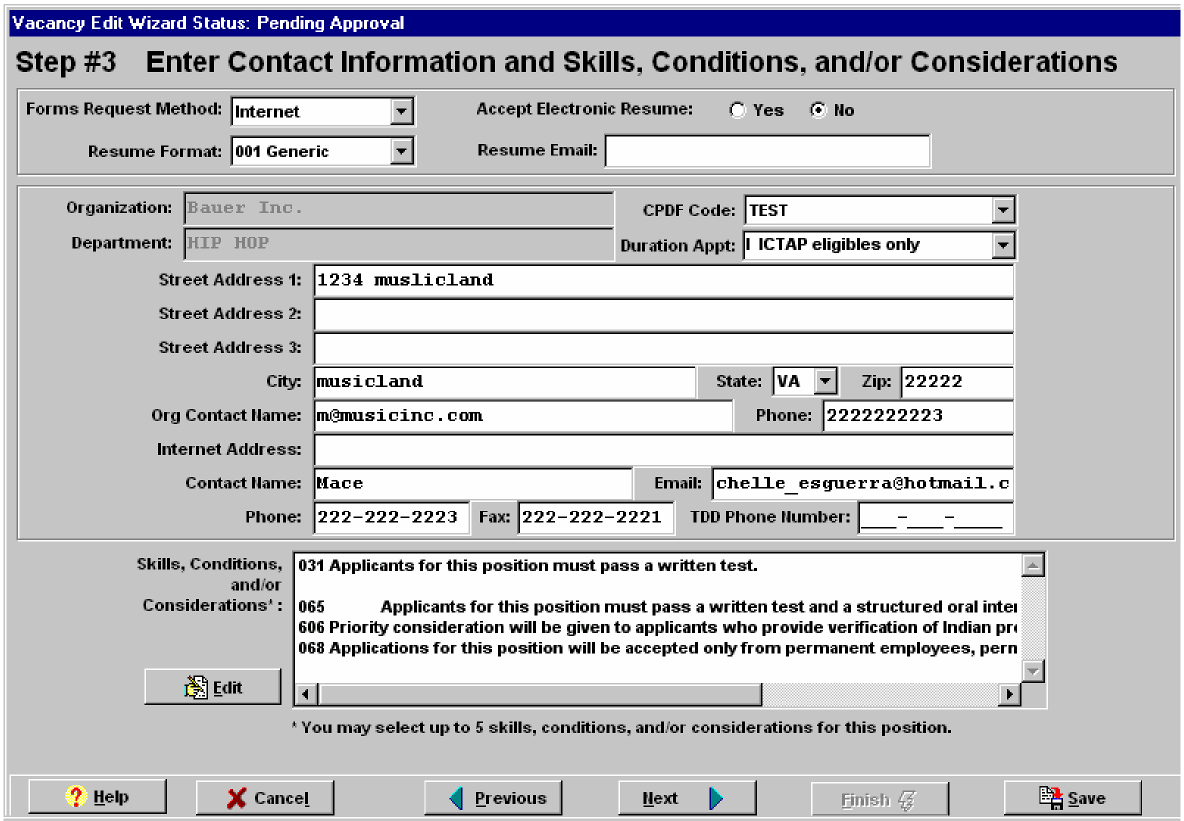


Fig. 4.9 Vacancy Edit Wizard Step #3 - Enter Contact Information and Skills, Conditions, and/or Considerations

- **Forms Request Method:** This field refers to how OPM will let the hiring agency know that potential applicants would like more information about the posted vacancy. These requests will be sent to the servicing personnel office via fax or internet (via email).

- **Accept Electronic Resume?:** This field indicates whether or not the servicing personnel office will accept the USAJOBS online resume for this vacancy announcement. If the user chooses "Yes" in this field, the applicant will be able to send a resume directly to an email address outside of the QuickHire System. This electronic resume will not be included in the QuickHire database.

- **Resume Format/ Resume Email:** If the user selects No for the Accept Electronic Resume question, then the Resume Format and Resume Email are not required. If yes is selected, then the additional fields are required: Resume Format and Resume Email. Refer to the User Guide for the USAJOBS Web Job Entry Program for resume format details.

- **Contact Information/Organization/CPDF Code:** The next section is the Contact Information, which is pulled from the data entered in the Data Administration Module. All of this data, except for the Organization, is editable. The user can select a different CPDF Code by clicking the down arrow key to the right of this field. A Central Personnel Data File (CPDF) Code is a four-character code specified by the federal government as part of their personnel management program, which is used to identify a hiring agency. Each organization supported by CPDF has a unique code. This code is required if you are transmitting a vacancy to the USAJOBS Entry System. CPDF Codes are entered in the CPDF Code tab in the OPM Reference Data section of Data Administration. Any changes here are specific to this vacancy only.

Note: To make global changes, a user with Data Administration permission must make changes in the Data Administration Module.

- **Duration Appt:** This one character field allows the user to indicate the duration of the position. It is a mandatory field. For seasonal temporary or permanent appointments, select L – Seasonal. Acceptable responses include:

  I ICTAP eligibles only
  A Agency employees only
  L Seasonal
  S Summer
  1 Term appt, NTE 13 mos
  2 Term appt, NTE 2 yrs
  3 Term appt, NTE 3 yrs
  4 Term appt, NTE 4 yrs
  T Temporary
  E Permanent

- **Skills, Conditions, and/or Considerations*:** In this box, the user can add up to 5 codes that are associated with skills, conditions or considerations for the vacancy. These are the codes used to transmit specifics about the vacancy to USAJOBS. Select the edit button to add a skill, condition or consideration. A window will open showing a list of possible codes based on information maintained in the Data Administration Module. The codes are grouped in categories such as Area of Consideration, Conditions for Employment, and General Information. Select the plus sign next to the categories to expand the list. Click on the desired condition, right click and chose Add this Selection. Choose the menu option so that the condition appears on the right side of the window. It is also possible to drag items from the left to the right side of the window. Examples include “069 Applications must be received by the closing date to receive consideration” and “013 Position requires the ability to type 40 words per minute.” Select the OK button to save the addition of items and close the window. This completes Step #3.

4.5 Step #4 – Enter Vacancy Phase Information

In Step #4, the user has the option of defining phases to determine qualified applicants for the vacancy. The default option is to use only Vacancy Questions to determine qualified applicants, as opposed to using multiple phases to determine qualified applicants. See **Figure 4.10** Step #4 Enter Vacancy Phase Information below.

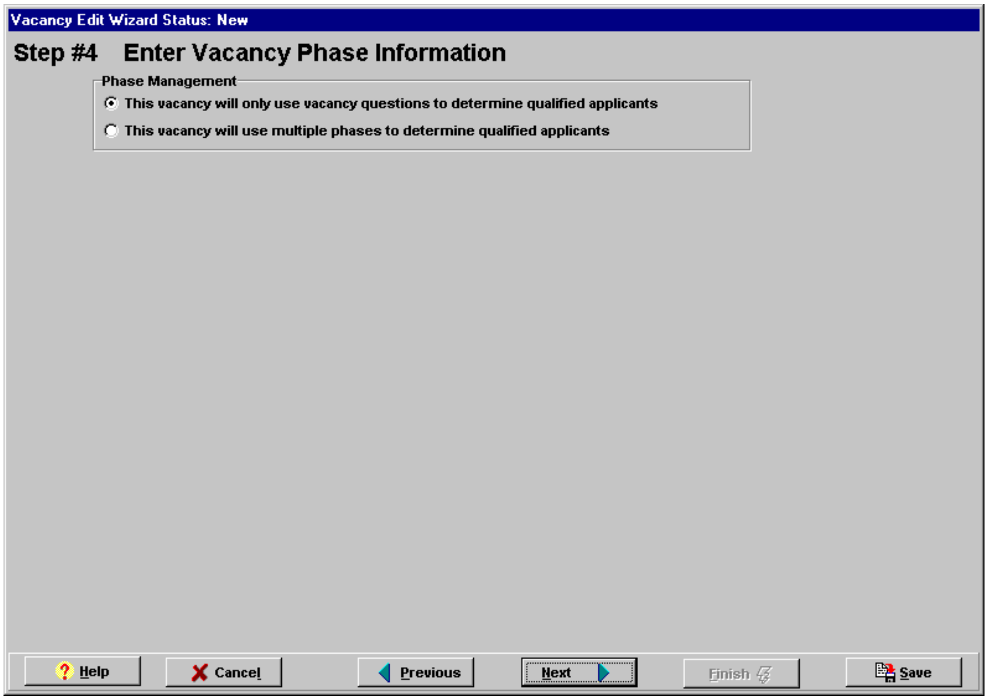


Fig. 4.10 - Vacancy Edit Wizard Step #4 - Enter Vacancy Phase Information

If the user selects the second radio button, "This vacancy will use multiple phases to determine qualified applicants," the **Add Vacancy Phase** pop-up window, **Figure 4.11**, appears.

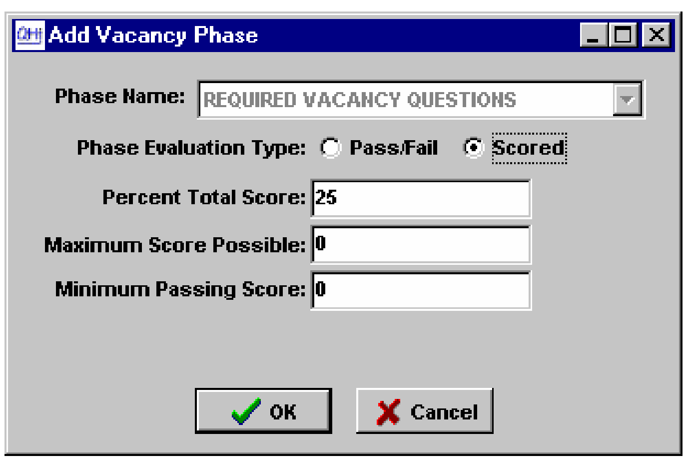


Fig. 4.11 – Add Vacancy Phase pop-up window

The **Phase Name** field will be grayed out and pre-populated with "Required Vacancy Questions." This will always be the first phase upon which the user can use to score applicants; it will be the only phase if the user does not elect to use multiple phases to determine qualified applicants. The user will need to enter the following information:

- **Phase Evaluation Type:** The Vacancy Phase can be scored by two ways: **Scored** or **Pass/Fail.** If the Phase Evaluation Type is Pass/Fail, then the user can click the OK button and proceed. If the Scored button is clicked, the user must enter the following numerical amounts:

- **Percent Total Score:** This is the percentage that the score will count towards the total score. If by Pass/Fail, then the percentage of the total score is disabled. In order to move to Step #5 in the vacancy builder, the total percentage must equal 100%.

- **Maximum Score Possible:** This is the maximum score that any applicant can receive when applying to this phase of the vacancy.

- **Minimum Passing Score:** This is the minimum score that any applicant can receive and still be eligible for the position when applying to this phase of the vacancy.

Click **OK** when done. The Vacancy Phase, "Required Vacancy Questions," will now be visible in the Vacancy Phases field in the lower half of the window (see **Figure 4.12** below).

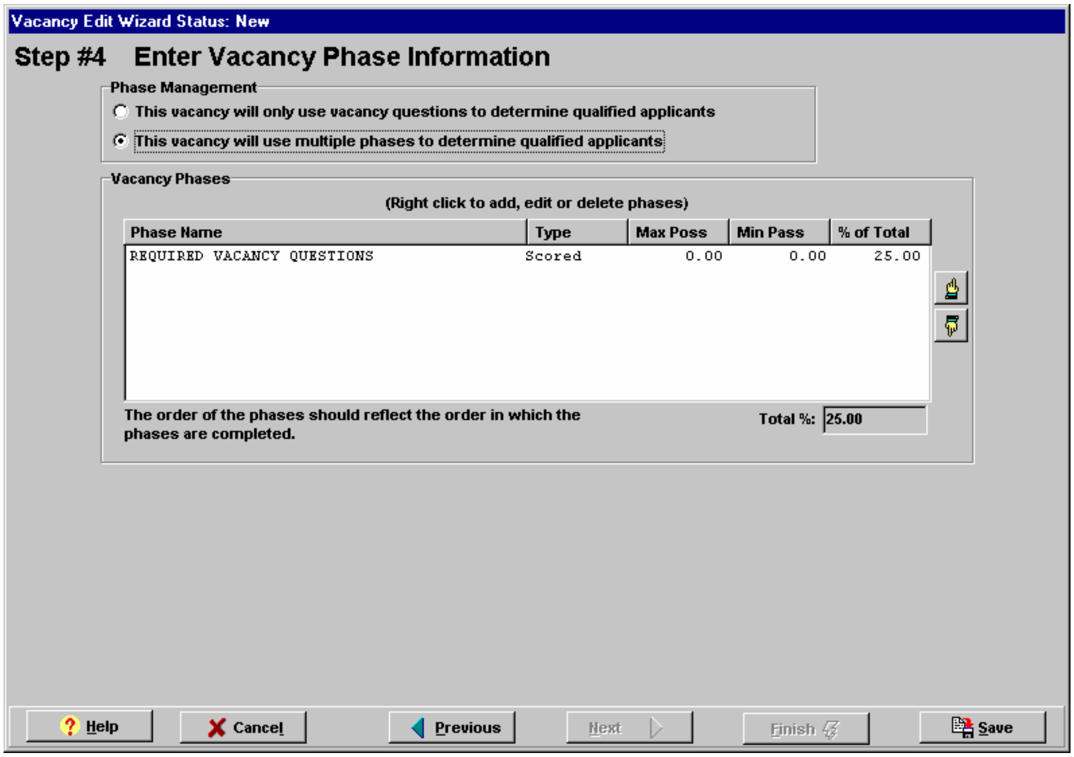


Fig. 4.12 Vacancy Edit Wizard Step #4 – Enter Vacancy Phase Information Window 2

To add more phases, right click in the Vacancy Phases field and Select **Add Phases**. The Add Vacancy Phase window (**Figure 4.13** below) will appear. Examples of phases include Background Check, Panel, First Interview, and Skills Tests. Select **Phase Name** by clicking on the down arrow key in the far right of the Phase Name field. Follow the remainder of the procedures as discussed above. To edit a Phase, right click on the Phase and select **Edit Phase**. The order of Vacancy Phases can be moved by selecting a Phase and clicking on the up or lower pointer icon which is found to the far right of the Vacancy Phases field. To delete a Phase, right click in the Vacancy Phases field and Select **Delete Phase**. Note: The Required Vacancy Questions Phase cannot be deleted, as this phase is required in all Job Vacancies. Creating a new type of Vacancy Phase can be accomplished via the Data Administrator by users with Data Administration permissions.

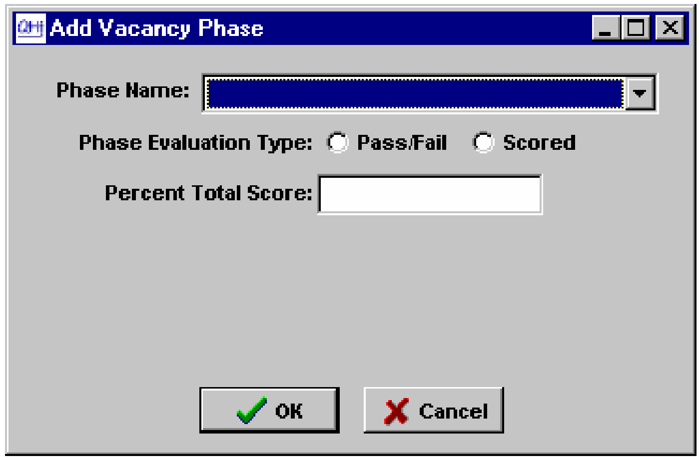


Fig. 4.13 Add Vacancy Phase

4.6 Step #5 – Select the Questions for this Vacancy

Step #5 of the Vacancy Builder, **Figure 4.14**, shows the user how to create the questionnaire attached to the vacancy, by associating questions from the Question Library to the vacancy. These questions are used to gather specific information about the applicant and the applicant's ability to fulfill the requirements of the vacancy. The use of multi-grade questions and how to create new questions, in case the questions needed for the vacancy are not in the question library, is also explained.

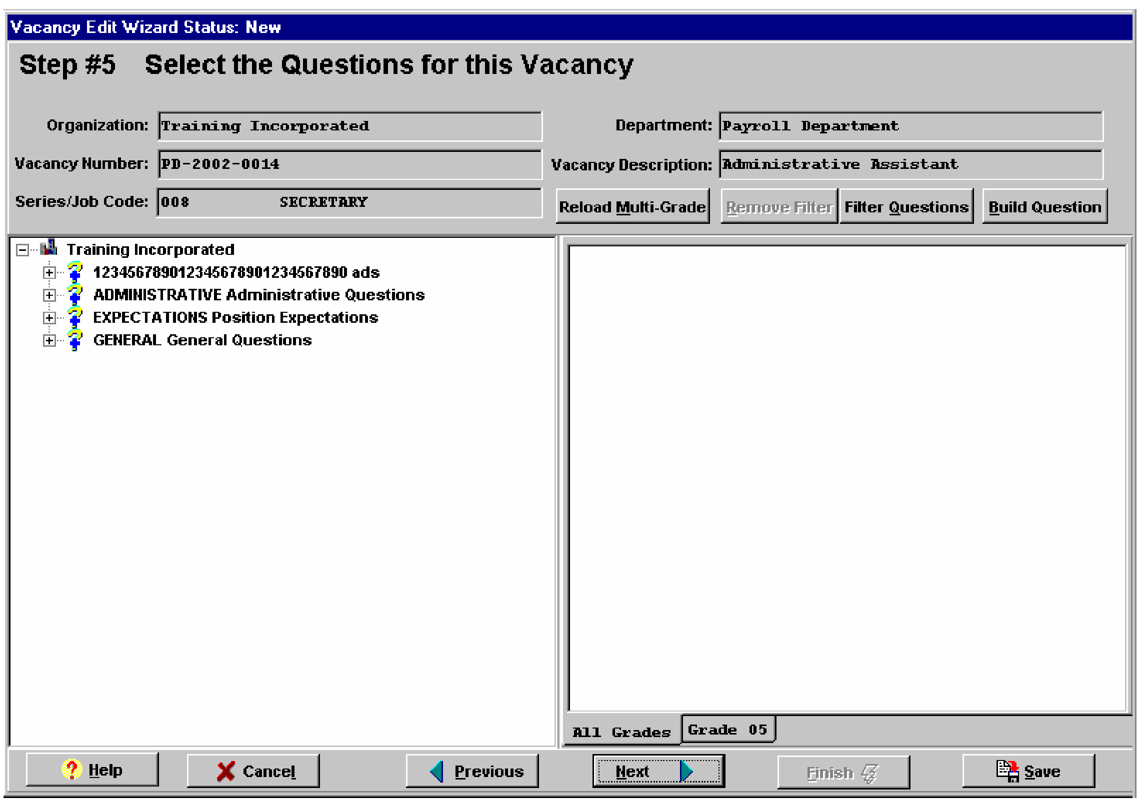


Fig. 4.14 Vacancy Edit Wizard Step #5 - Select the Questions for this Vacancy

The Organization, Vacancy Number, Series/Job Code, Department and Vacancy Description boxes will automatically be filled in. These fields cannot be edited because they have already been chosen or designated in the previous steps.

- **Filter Questions Button:** This button is used as a way to logically search for questions within specified criteria, rather than scroll through the entire list (see **Figure 4.15**). This feature can also be used from the Organization Questions Tab under Questions in Data Administration. First, the user needs to click the drop down box by the **Select Filter Field(s)** field and select Question Category, Question Type or Question Text. Second, the user needs to click the drop down box by the **Operator** field and select Equals, Greater Than, Less Than, Greater Than or Equals, Less Than or Equals, Not Equal To or Contains. Then the user needs to enter the search criteria in **the Filter Value(s)** field. Once one row is entered, the user can add another row with another filter value by clicking **Insert Row**. Rows can also be deleted by clicking **Delete Row**. Click **OK** and the system will run the filter criteria.

  Note: It is possible to save the filters to be used later to a file by clicking **Save**. The **Load** button opens a Load File dialog window in which the user can later locate and open the file. Also, the filter(s) can be removed by clicking the **Remove Filter** button.

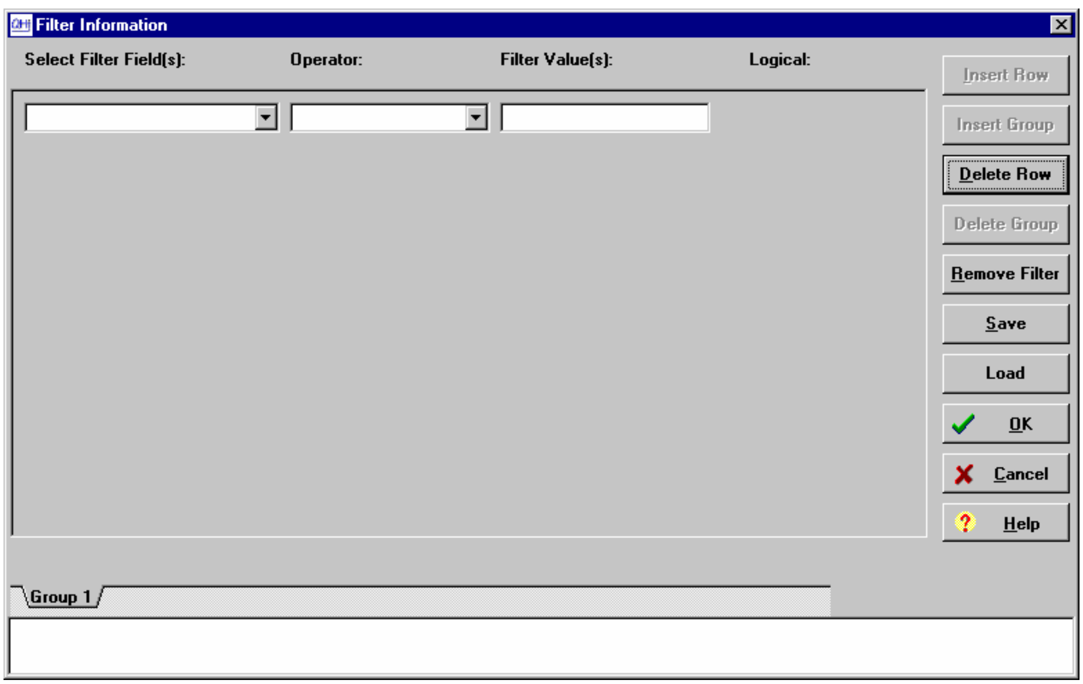


Fig. 4.15 Vacancy Edit Wizard Step #5 – Filter Questions Button

- **Build Question Button:** This button launches the Question Builder Wizard. Click on the button and refer to Section 4.6.2.1 for steps on how to build questions.

The first step is to create a questionnaire for applicants to complete when they apply for the job. All Questions that have been created for the organization appear on the left side of the screen, grouped by category and subcategory.

If the user chooses NOT to use Multi-grade questions in Step #2 of the vacancy builder for the vacancy, one tab will appear (the All Grades tab) on the right hand side of the window. This tab is where the user will create the list of questions that is to be asked of all applicants.

If the user chooses to use Multi-grade questions in Step #2 of the vacancy builder, more than one tab for the vacancy will appear on the bottom right hand side of the window. The first tab, the All Grades tab, is where the user will create the list of questions that is to be asked of all applicants. The additional tabs will contain the grade specific questions. The user will also see a **Reload Multi-Grade** button to the right of the Remove Filter Button. This button is used so that if the user changes the questions associated with a series in data administration by adding or deleting Basic Qualifications or Grade Specific questions, he or she can load the correct, updated set of questions for each grade. Reloading Default Grade questions will delete the All Grades Questions and reset any changes that have been done to the Grade Specific Questions.

Listed under the **Basic Qualifications** category are questions that are designed to define if the applicant meets the Basic Qualifications for that grade and series. These questions are defined in the Data Administration Module and can not be modified here.

The second group of questions, the **Grade Series Questions**, have been associated with the grade and series to define whether the applicant meets the grade requirements for the selected series. This list is predefined in the Data Administration Module, but the user can add questions to this list or delete any of these predefined questions that may appear for a particular series and grade.

Note: Chapter 7 will cover how to assign scoring weights to questions in the QuickHire® Scoring Module to use in calculating the relative ranking among Applicants.

Below the gray area, the window is divided into two sections. To the left is a section listing all questions previously created called the **Question Library**. The questions are grouped into categories and subcategories in a "tree" format for easy searching. A plus (+) symbol indicates that the category has one or more questions assigned to it. By clicking on the plus symbol, the category can be expanded making it possible to view all of its subcategories and questions before making a selection. For longer questions, dragging the border separating the two sections of the window toward the right of the window can extend the viewing area. Position the mouse with the pointer over the border until the pointer assumes the following shape: . Hold down the left mouse button while dragging the mouse right or left to expand or contract the window. The user may also select a question (left click) and right click and choose to "View Text" for a particular question.

4.6.1 Select Previously Constructed Questions from the Question Library

To assign a question from the listing to the current vacancy being created, start by selecting the question from the left section of the window. Next, hold down the left mouse button, drag the question to the right-hand side of the window and drop it. Alternatively, right-click on the selected question and choose **Add this Question** from the menu that appears.

To assign all of the questions in a category, right-click on the name of the category or on the plus or minus symbol to the left of the name and select **Add All Questions in this Category** from the menu that appears. The same can be done for adding all questions in a subcategory.

To delete questions placed in the right window, highlight the specific question, right-click, and choose **Delete this Question** from the menu that appears. It is also possible to clear all of the questions chosen simultaneously by right clicking and choosing **Clear all Questions**.

Note: A vacancy must have at least one question assigned to it.

4.6.2 Create a New Question

In addition to adding questions from the list of currently existing questions, it is possible to create new questions using the Question Builder Wizard.

4.6.2.1 Step #1 – Select Question Type

Click on the **Build Question** button in the upper right side of the gray area. This launches the Question Builder Wizard, Step #1 – Select Question Type. See **Figure 4.16** below.

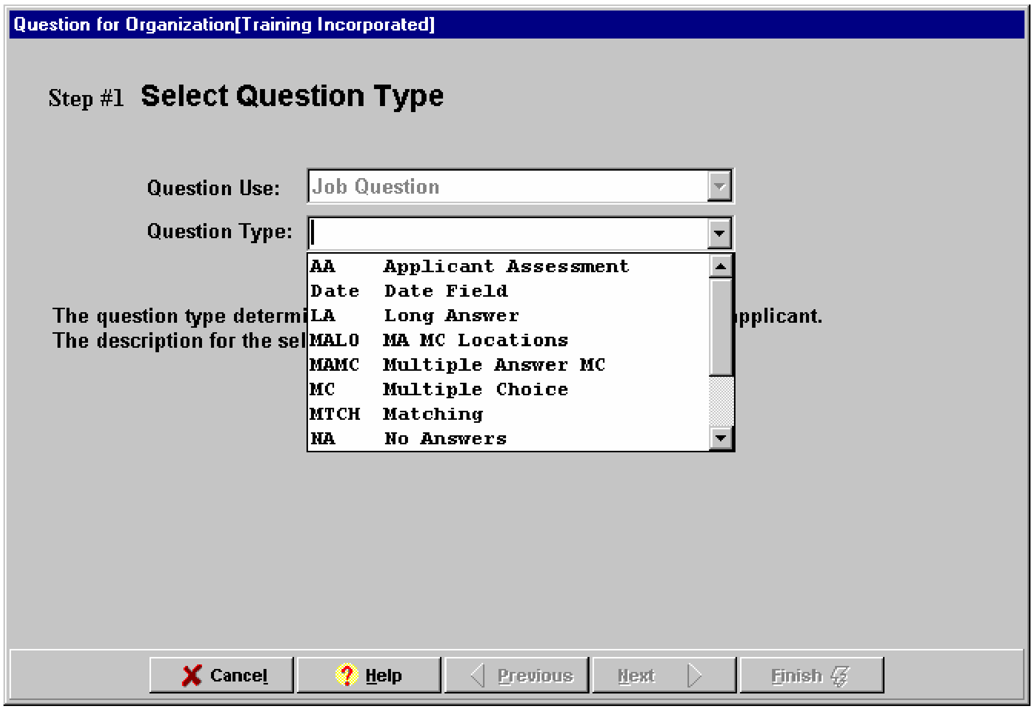


Fig. 4.16 Question Builder Step #1 - Select Question Type

Building a new question is a three to four step process, depending on the question type. Select the type of question to be built from the **Question Type** dropdown list. This determines the type of response that will be solicited from the applicant. Possible values are:

QUESTION TYPE	EXPLANATION
AA	**Applicant Assessment** – Any user with System Administrator permissions can customize the answer choices for Applicant Assessment type questions. For example, the applicant can be asked to rate his or her skills regarding a specific task on a scale of 1 to 5 (e.g. Low, Below Average, Average, Above Average, High). To define the Applicant Assessment Answer Choices, see Section 12.1.2 regarding System Settings.
Date	**Date Field** – Asks the applicant for a calendar date and year.
LA	**Long Answer** – Requires the applicant to enter a written (text) response with a maximum length of 500 characters (approximately 80 words).
MALO	**Multiple Answer, Location –** Asks the applicant to select as many of the listed locations as they would like.
MAMC	**Multiple Answer, Multiple Choice** – Provides the applicant with a list of possible responses, one or more of which can be selected. (e.g. Check All That Apply).
MC	**Multiple Choice** – Asks the applicant to choose one of the possible answers provided.
MTCH	**Matching** – Requires the applicant to select which item most closely resembles or is related to another.
NA	**No Answer** – Allows the user to add comments to the questions list that require no answer from the applicant. When previewed, not all of the questions will appear initially, but they are stored.
Num	**Number** – Requires that a numeric answer be provided.
SA	**Short Answer** – Requires a written response with a maximum length of 250 characters (approximately 40 words).
TF	**True or False** – Applicant selects whether the statement is True or False.
YN	**Yes or No** – Requires the applicant to answer the question with a Yes or No.

When an SA question type is chosen, users can limit the size of the responses to a particular number of characters below the 250 maximum by typing the new, lower maximum in the field **Answer Length**, which appears automatically below the Question Type field. Leave this field as is if no new maximum is desired.

Once the Question Type has been selected, click on the **Next** button at the bottom of the window and the following window, **Figure 4.17**, will appear.

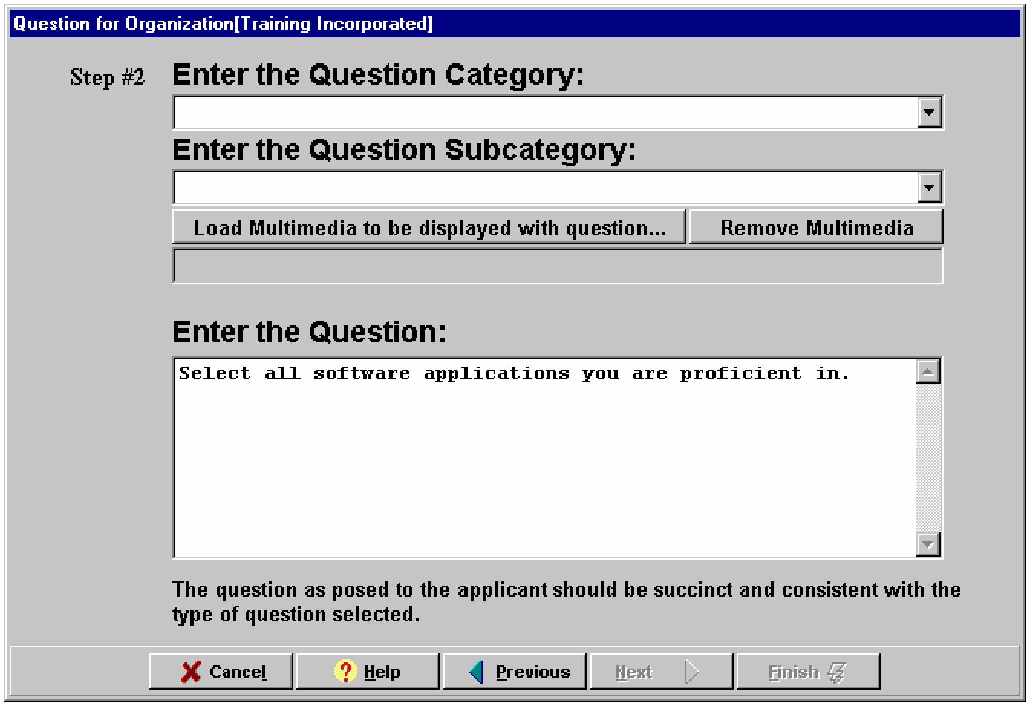


Fig. 4.17 Question Builder Step #2 - Enter the Question Category & Subcategory

4.6.2.2 Step #2 – Enter the Question

The **Enter the Question Category** dropdown box contains a listing of all Question Category codes along with their description. These categories make up the basic index of all questions so that they can be easily searched when selecting previously created questions from the database. When this question is completed, it will be placed in the database under the category selected for future use.

Scroll down the list using the down arrow on the right side of the box. Highlight the category under which the question will be placed and click on it. In the event that a new question category needs to be created, it can be added using the Data Administration utility (see Section 10.3).

After selecting a category, the related subcategories will be listed in the next field under **Enter the Question Subcategory**. Use the dropdown box to view and select a subcategory. It is not possible to proceed to the third step and thus create a question, without selecting a subcategory.

After selecting the category and subcategory, users may also load a image or graphic that will appear next to the question when the applicant views it. Types of images than can be loaded include gif or jpeg files. The image can be loaded from the user's local drive or local network. These images can be used in conjunction with the question text to enhance the question. This is accomplished by clicking on the button **Load Multimedia to be displayed with question**, locating the file in the dialog box, highlighting it, and clicking the Open button. The image loaded will be displayed below the question. This action can be undone by clicking on the **Remove Multimedia** button.

If an NA question type was selected in Step #1, the **Display as HTML** checkbox appears. This box, if selected, allows the user to enter text and images with formatting as embedded in an html web page. In other words, images can be displayed within the NA question type. The material can be copied and pasted into the **Enter the Question** field.

Enter the new question in the Enter the Question box, keeping in mind to make the question succinct and consistent with the Question Type selected in the previous step. Do not forget to add ending punctuation, be it a question mark, period, colon, etc. If desired, the question can be loaded from a file by right clicking inside the field and selecting **Load from File**. When finished, click on the **Next** button to move to Step #3.

If a MTCH question type was selected in Step #1, then in Step #2 the following phrase appears in the Enter the Question field: "Enter the number from the item on the left that matches the item on the right." No other information is necessary. Simply click on the **Next** button to proceed to Step #3.

4.6.2.3 Step #3 – Enter the Question Responses

There are three different Step #3 windows, depending upon the question type selected.

I. Step #3 - Preview Question and Responses Window (for AA, Date, LA, NA, Num, SA, TF or YN question types)

The third step in the Build Question process for AA, Date, LA, NA, Num, SA, TF and YN question types is to **Preview Question and Responses**, see **Figure 4.18**. This window displays the question and responses or response field, if applicable, as applicants will see them. Use the **Previous** button to make any changes to the question.

> **For Date, LA, NA, Num or SA question types,** a Finish button will be enabled. Select **Finish** after making changes to the question. A pop-up window will be displayed asking if the user would like to create another question. If the user selects **Yes**, the user will return to Question Builder Wizard Step #1 to create another question. If the user selects **No**, the user is finished.

> **For AA, TF or YN question types,** select **Next** after making changes to the question to proceed to Question Builder Wizard Step #4 – Enter Weights. A pop-up window will be displayed asking if the user would like to create another question. If the user selects **Yes**, the user will return to Question Builder Wizard Step #1 to create another question. If the user selects **No**, the user is finished.

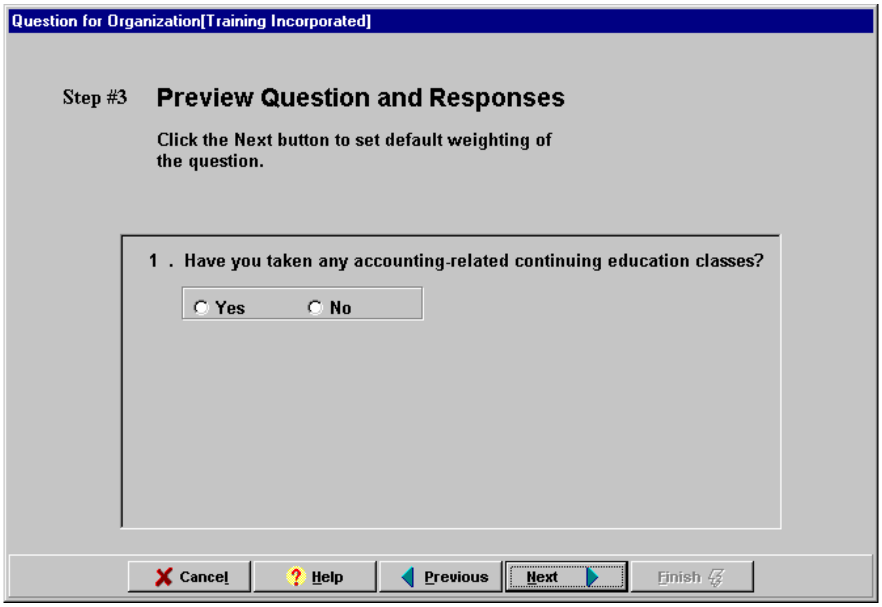


Fig. 4.18 Question Builder Step #3 – Preview Question and Responses

II. Step #3 - Enter the Question Responses (for MALO, MAMC, MC type questions)

The third step in the Build Question Process for MALO, MAMC, and MC questions is the **Enter the Question Responses** window, **Figure 4.19**. There will be two empty, white boxes in this window. This process involves entering the answer choices from which applicants will select.

To complete this step, enter one of the pre-determined answer choices in the top box and select **Add** or press Enter. Repeat for each of the answer choices, one at a time. To erase one, highlight it and press **Delete** (keyboard button). To erase them all and start over, select **Clear Choices**. Arrange the choices in an order appropriate for the applicants. To do this, select the choice and use the up and down arrow keys to the right of the bottom box to move it. Select **Next**.

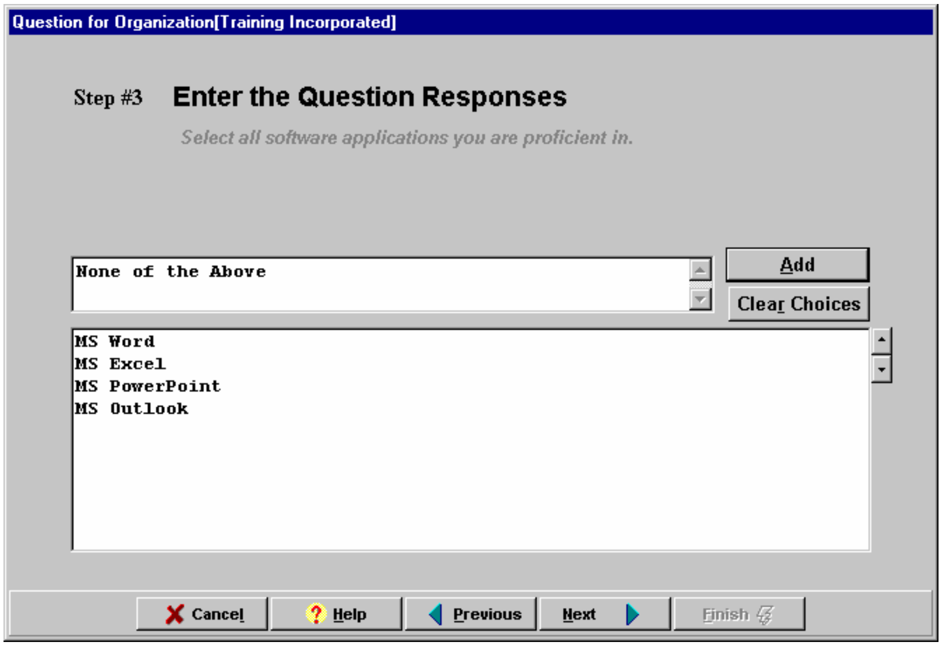


Fig. 4.19 Question Builder Step #3 - Enter the Question Responses

III. Step #3 - Enter the Statements and Matching Responses (for MTCH type questions)

Step #3 for the MTCH question type, will also display two fields, but each will be divided down the middle, **Figure 4.20**. In the top field, the Statement will be entered on the left and the Matching Response will be entered on the right. However, the statements and their matches will be scrambled when the vacancy is posted to the website. The steps for adding, deleting and editing choices are the same as for MC and MAMC question types.

To Complete Step #3 (MTCH), enter a Statement on the left side of the top box and a Matching Response on the right side. Select **Add** or press Enter. Repeat this for each of the statement-response combinations, one at a time. To erase one, highlight it and press **Delete** (keyboard button). Select **Next**.

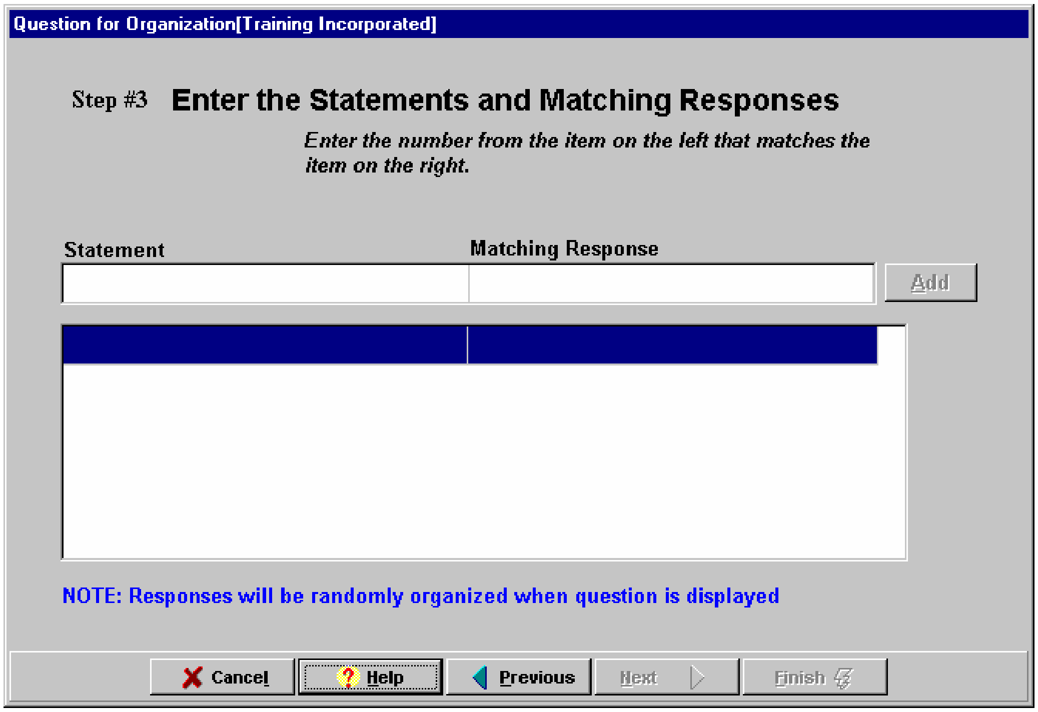


Fig. 4.20 Question Builder Step #3 – Enter the Statements and Matching Responses

4.6.2.4 Step #3 (continued) - Enter the Questions Responses: Question Branching

The **Branching** function gives the user an opportunity to add a question that will extract more information from an applicant as a follow-up to that applicant's response to a previous question. This feature allows the user to ask specific questions in response to certain answers provided by the candidate. For example, if in a Yes or No question type, an applicant answers that he or she has been convicted of a felony, the user can have QuickHire® generate another question that asks them to please explain. This function is only available through Vacancy Edit Wizard Step #5. Plus, it can only be done with the following question types, as it requires a question with specific possible answers: Yes or No, True or False, Multiple Choice, and Applicant Assessment. The user must first create the question to use as the branching question using the Build Question function, before adding it to a choice. If a question is already included in a vacancy, it cannot be added again as a branched question.

To Add Branching to a Question, go to Vacancy Edit Wizard Step #5. Select the question on the right side of the window to which to add branching and click the plus sign next to it to expand the list of choices. Select the choice to branch, right-click on it and select **Branch with this Choice**. Select the question to add from the left side of the window, then drag and drop it to the right side. Alternatively, right-click on the question and select **Add this Question to Branch**. Also, the user can right-click on a category or subcategory to add all of the questions within the category or subcategory to the branching. Select **Next** when finished. Click the plus sign next to the previously selected choice to view the new question.

To make changes to the branching, select the choice that was branched with, right-click and select **Edit Branching for this Choice**. Again, select **Next** when finished.

Note: Adding branching to a question's choice will automatically make the question mandatory for the applicant to answer.

4.6.2.5 Step #4 - Preview Question and Responses

Users will only have to complete Step #4 when creating MC, MAMC, and MTCH question types. In this window, **Figure 4.21** the question and its choices are displayed for review and acceptance.

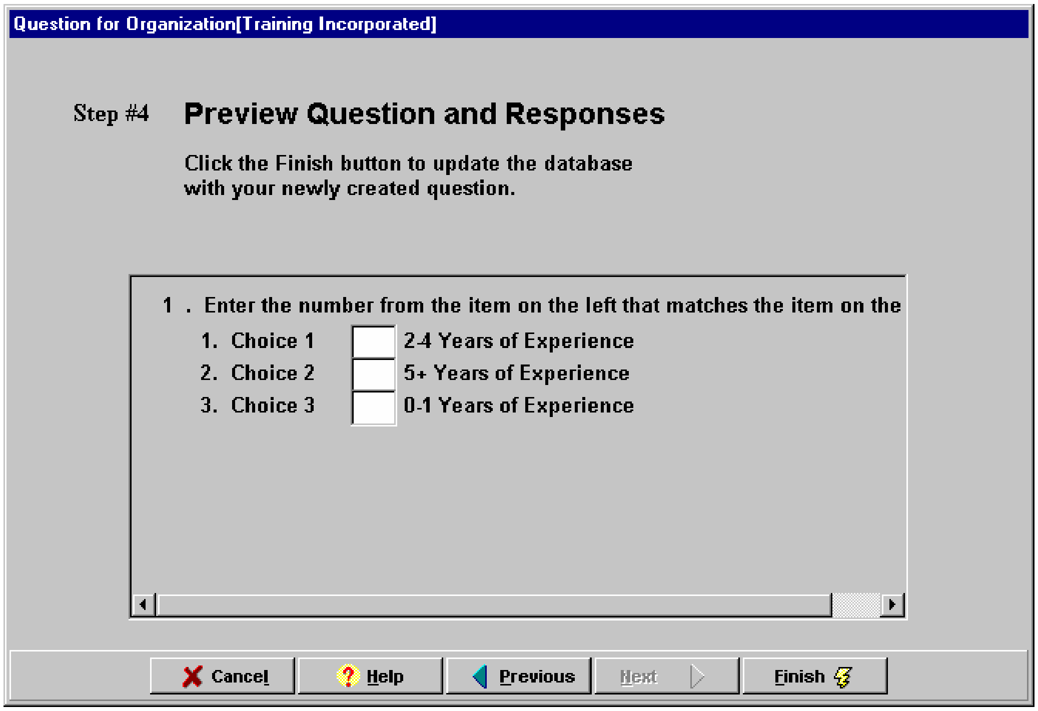


Fig. 4.21 Question Builder Step #4 - Preview Question and Responses

Review the information presented. If any changes are required, select the **Previous** button to return to Steps #1-3, as necessary. When finished, return to Step #4 and click on the **Finish** button at the bottom of the window. This enters the newly created question in the **Question Library** from which it can be retrieved for the current and future vacancies. After they are created, questions can only be changed in Data Administration (see Section 10.3).

When clicking on the **Finish** button, a window will appear inquiring as to whether or not another question will be entered. Choosing **Yes** will return users to Step #1 of the Question Builder. Repeat all of the steps. After the last question for this vacancy has been entered, choose **No** when prompted to create another. Another window will appear asking the user if they would like to include the newly created question(s) in the vacancy announcement. If "Yes" is selected, the question(s) will appear in the box on the right side of the Vacancy Edit Wizard Step #5 window.

The question created in Steps #1-4 above will not automatically be assigned to the vacancy being created. Follow the steps described in Section 4.6.1 for selecting previously created questions, search for the question and add it to the vacancy (the right side of the window).

The order in which the questions are listed on the right side of the window is the same as the order in which applicants will see them when viewed on the web. To re-order the questions, highlight each question to be moved and drag it with the mouse to its new position. A question cannot be moved directly into the last position. However, users can move the question destined for the last position into the second-to-last position, and then move the question in the last position to its new position. When the last question is moved, the second-to-last question will automatically drop down to the last position.

When all questions have been correctly entered and are in the proper order, click the **Next** button to advance to Step #6 of the Vacancy Builder Wizard.

Note: Once an applicant(s) has applied to a particular vacancy, questions can no longer be modified for that particular vacancy posting.

4.6.2.6 Step #5 - Enter Weights

The fifth step in the Build Question process applies only to AA, YN, MAMC, and MC question types, **Figure 4.22**. This step involves entering default weights. The user is given the option to **Load Default Weights** when working with the Weight/Screen Outs for Vacancy tool. The weight values that are entered in this step are used as the defaults. This is especially helpful if the user is using standard scoring values every time or often when using a question. This step is optional, as the user may prefer to weight the application for each vacancy created independently when completing Vacancy Edit Wizard Step #6. Even if the user does enter response weighting, its use when creating a vacancy is not automatic; the user will have to choose to add default weights.

Enter a numerical value in the blank, response edit box next to each response. Select **Finish**. The user will be prompted to select whether or not to create another question. Selecting **Yes** will return the user to Question Builder Wizard Step #1 to create another question. Selecting **No** completes the process.

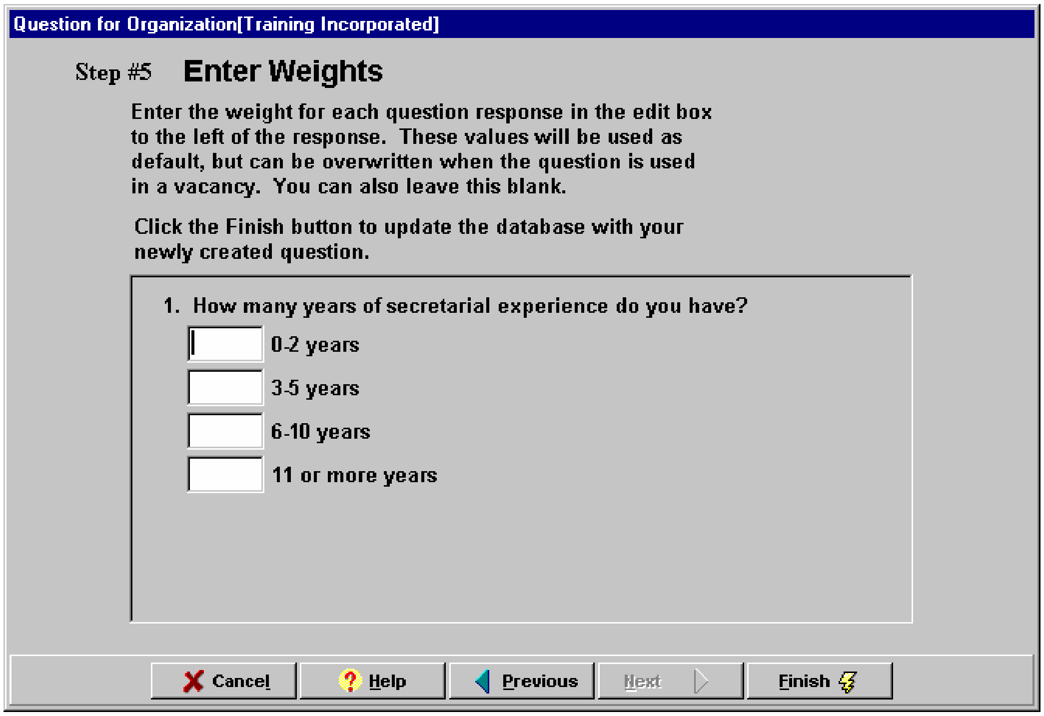


Fig. 4.22 Question Builder Step #5 – Enter Weights

4.7 Step #6 – Weights and Screen Outs

Weights and Screen Outs

With a defined set of questions to ask the applicants, the user can now weight the responses, **Figure 4.23,** so that those applicants that respond with the desired answers will have a higher score. Screen Outs give the user the ability to mark applicants as ineligible based upon their answers. The user can also make certain questions mandatory to ensure that all applicants answer the question and also set and modify the weights and screen outs for a vacancy by selecting the Weights and Screen Outs menu option from the Vacancy menu. Screen Outs can not be added to a vacancy, though, once applicants have applied to the vacancy, with one exception. If the question is mandatory, screen outs can be added to a vacancy after applicants have applied to the vacancy. This question weighting scheme is most appropriate for positions that do not require a discrete break-down of how certain types of questions are answered, but there is also the **Element Assignment** feature. At this time, Element Assignment is an additional feature available at cost to customers and is only used for Wage Grade positions. Element Assignment allows users to sort questions into categories known as elements, and weight each individual category as part of an overall score. Element Assignment will be discussed in **Chapter 7**, Entering Question Scoring Criteria.

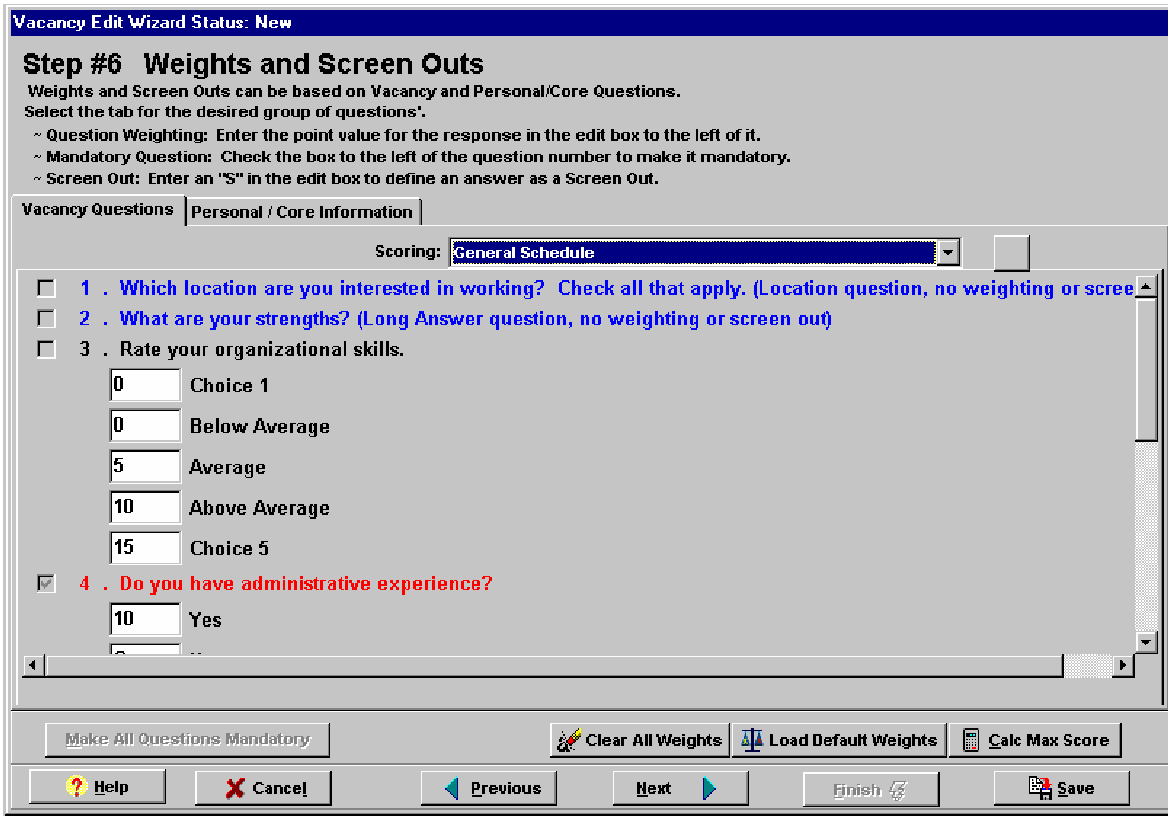


Fig. 4.23 Vacancy Edit Wizard Step #6 - Weights and Screen Outs

- **Vacancy Questions Tab:** In this tab, the list of all questions that have been assigned to the selected vacancy will appear on the left. Notice that all the questions added to the All Grades Tab are displayed. Each possible answer to each question is also listed with a text box to the left of it, in which the weights or screen outs are to be entered. If the user is using multi-grade questions, a sub-tab is listed for questions asked of all grade levels and a sub-tab is listed for each grade.

- Weights and Screen Outs for a vacancy allows a user to affix a numeric point value to certain questions. Scores for specific answers can be awarded to applicants and the total score can be used to help determine which applicant is best suited to fill the vacancy.

- Not all question types support weighting and screen outs. All question types can be assigned weights except for short answer, long answer, date, number, no answer or matching question types. These types of questions allow responses that are not concrete. Short Answer and Long Answer questions are essays that are subjective and require review by an individual. No Answer questions are used to provide summary information before a group of questions and do not carry weights. Date and Number questions allow for a range of responses.

  The following listing shows whether or not weighting and screen outs are available for each question type:

QUESTION TYPE	WEIGHTING	SCREEN OUTS
AA: Applicant Assessment	Available	Available
Date: Date	Not Available	Available
LA: Long Answer	Not Available	Not Available
MALO: Multiple Answer Multiple Choice Locations	Not Available	Not Available
MAMC: Multiple Answer Multiple Choice	Available	Available
MC: Multiple Choice	Available	Available
MTCH: Matching	Not Available	Not Available
NA: No Answer	Not Available	Not Available
Num: Number	Not Available	Available
SA: Short Answer	Not Available	Not Available
TF: True or False	Available	Available
YN: Yes or No	Available	Available

- **Weights:** To weight a question, the user must assign numeric values to answers by entering them in the text boxes to the left of the answers. Any points assigned are transmuted so that the maximum score an applicant will receive is one hundred (100) points. If only ten (10) points were assigned, the applicant who marks the correct answer would receive one hundred (100) points. The **Calc Max Score** button at the bottom right hand side of the screen allows users to view the current maximum score possible for an applicant to score in a specific vacancy once the questions have been weighted. The user can click on this button at any time during the process of applying weights to vacancy questions.

- **Screen Outs:** In addition to giving applicants points for answering questions with the desired answers, the user can also rule out applicants that select undesired responses via Screen Outs. Eligibility is determined by the applicant's answer to a question. If an individual is screened out, they will not receive a total score. To screen out an applicant, place an **S** in the box next to the undesired response. The window, **Figure 4.24**, will appear. Choose one of the three screen out reasons: 1) Does not meet selective factors, 2) Does not meet minimum qualifications or 3) Reason as stated below and enter the reason in the text box below. Click **OK**. Note that the question is now marked as mandatory and is displayed in red. Any question upon which an applicant can be screened out must be answered by all applicants to ensure fairness. The user can make any question mandatory by checking the **checkbox** to the left of the number of the question.

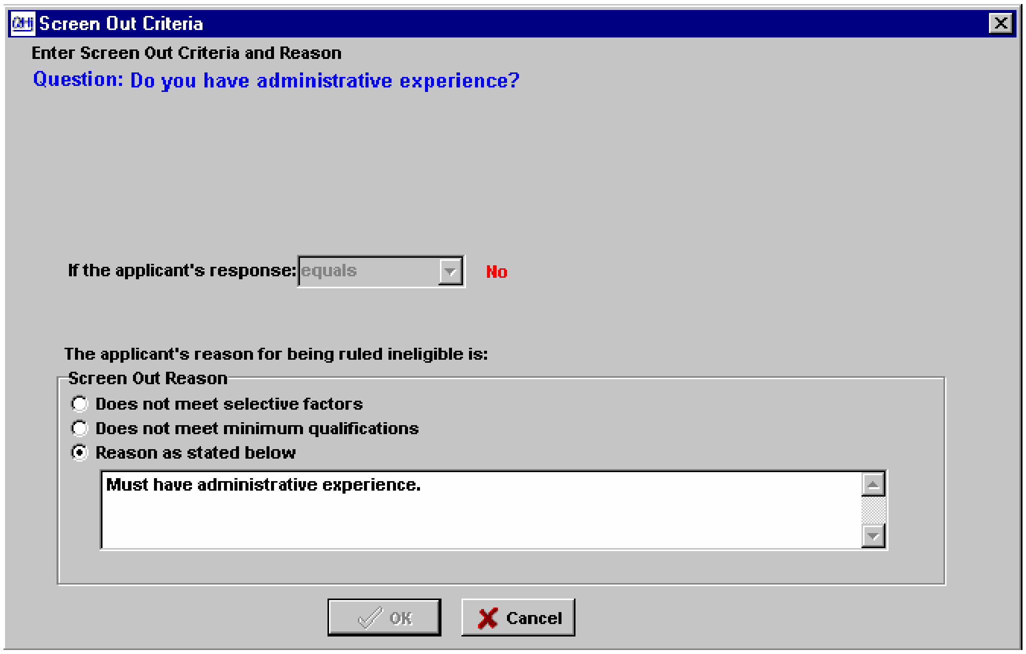


Fig. 4.24 Screen Out Criteria

- **Make All Questions Mandatory:** The user can also make all questions mandatory by clicking on this button at the bottom left hand corner of the window. This will only select the checkboxes for all displayed questions, not any questions on the other tabs. Note that making all questions mandatory forces all applicants to answer all questions prior to saving their applications.

- **Clear All Weights:** This button removes all weights from all questions on the current tab.

- **Load Default Weights:** This button replaces all current values with the default values assigned to the listed questions. Selecting this button will overwrite any existing weights. Default weights are set when the user initially creates the questions.

In addition to All Grade questions, the user can set up weights or screen outs based on the grade grouped questions or even the Personal information and Core Questions asked of applicants. The user can also set up screen outs for Basic Qualification Questions; the user CANNOT set up weights for Basic Qualification Questions.

- **Personal/Core Information Tab:** This tab lists all the questions that are asked of all applicants, regardless of the vacancy to which they might apply. These questions are used to gather basic information about the individual, such as date of birth and address, as well as information on their status for qualification of "Special" statuses such as veteran, ICTAP and others. Many of these questions are already mandatory. This can not be changed here. For vacancies that have age limits, for example, the user can do a screen out based on the date of birth. The user can also give additional points for questions. Note that Veterans are given the appropriate points by the system. This tab allows the user to add points or screen out applicants based on the answers to the questions, but the user should keep in mind that the system already adjusts for veterans, ICTAP, CTAP and Special (SAA) statuses.

4.8 Vacancy Step #7 – Enter Applicant and Personnel Notification Options, DIN Option and Applicant Tiebreaker

At this point, all required information has been entered for the vacancy. At this step, see **Figure 4.25**, the user will set up who will be advised of the new vacancy, when it gets posted, whether or not the vacancy should be included in the list of vacancies to be displayed on the Application Status Page on the web application, who will be advised when there are new applicants and what applicant information is sent with the notification.

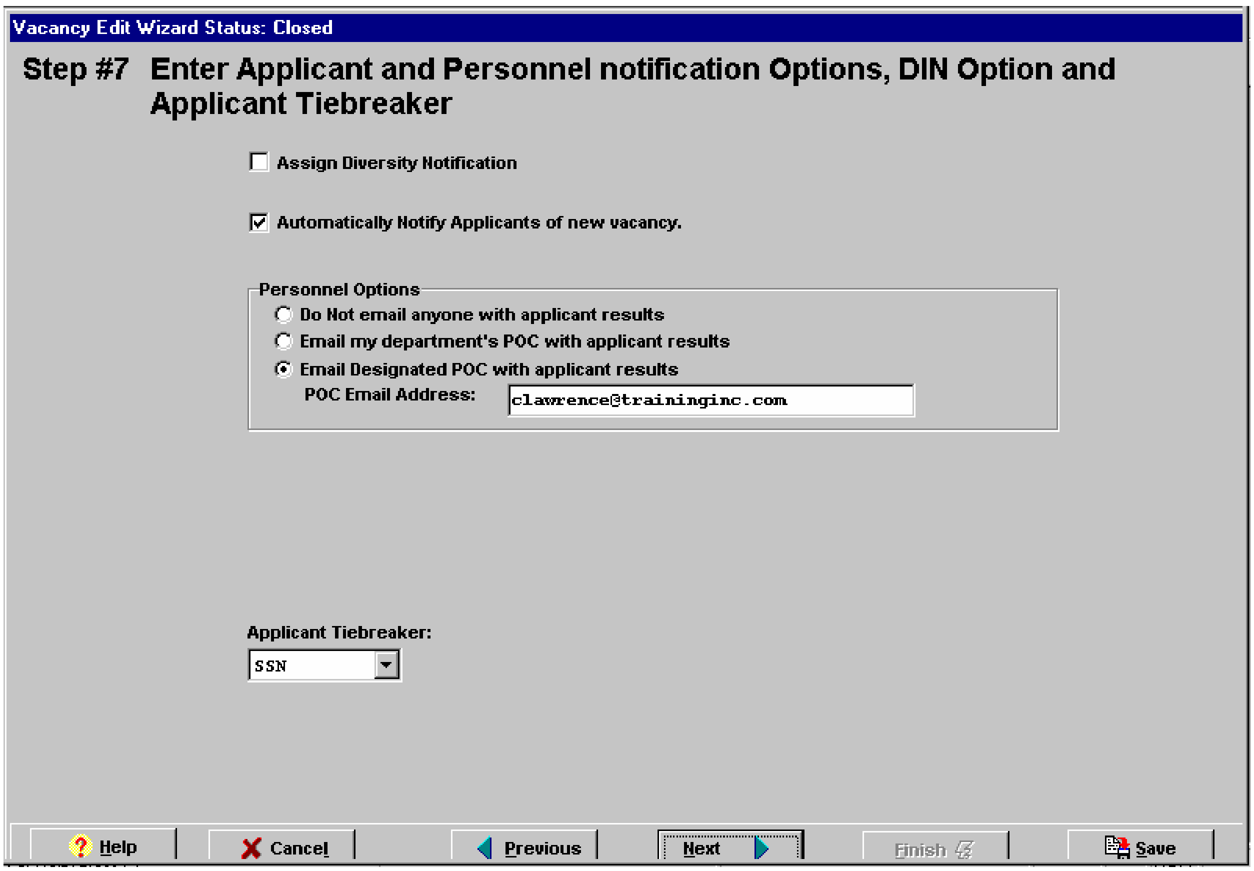


Fig. 4.25 Vacancy Edit Wizard Step #7 - Enter Applicant and Personnel Notification Options, DIN Option and Applicant Tiebreaker

- **Assign Diversity Notification:** The first option in this window is the **Assign Diversity Notification** checkbox. This allows the user to set up the vacancy announcement to be automatically emailed to selected groups. This notification goes out at one minute past midnight on the day the job vacancy opens and is posted to the Internet, unless the job is only open one day. Diversity Initiative Notifications (“DINs”) are not sent out if it is within 24 hours of the close date.

- **Automatically Notify Applicants of New Vacancy:** This checkbox sets up the system to send out a notification email to all applicants in the system, who have requested to be notified. The notifications are sent out at the same time as the DINs.

- **Personnel Options:** This set of options defines if the system is to notify anyone within the organization when the vacancy closes of the applicants who have applied to the vacancy. There are three possibilities:

  - **Do not email anyone with applicant results.** – System will not send out any email.

  - **Email my department's POC with applicant results.** – System sends email to the Point of Contact that is set up in Department's Reference data in the Data Administrator.

  - **Email Designated POC with applicant results.** – System sends email to an email address that is entered on this window.

- **Applicant Tiebreaker:** This is the final option in this window. The Applicant Tiebreaker is the method of deciding which applicant will be listed first if two or more applicants' scores are equal. The default setting is based on the Social Security Number. The user can also choose to determine the tiebreaker based on the applicant's phone number.

Click on the **Next** button to continue to the last step of the Vacancy Builder.

4.9 Vacancy Step #8 – Now that we have a vacancy, we need to set the administrative settings for this position.

Now that we have a vacancy, we need to set the administrative settings for this position. See **Figure 4.26**. This step can only be accessed by users with permission to approve vacancies. The user selects what official will determine the Best Qualified list of individuals and which numerical figure will serve as the cutoff for a Well Qualified Score. The settings are required to properly approve the vacancy.

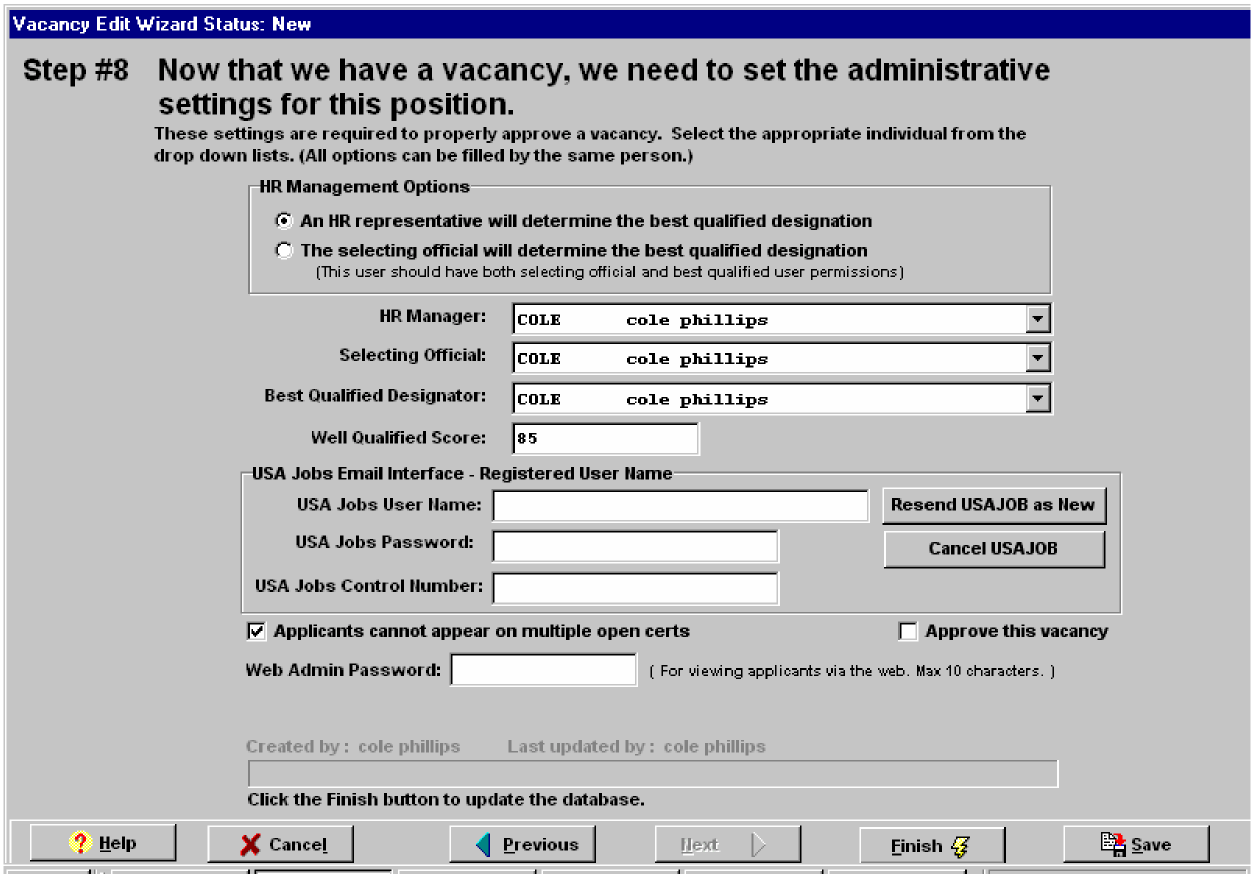


Fig. 4.26 Step #8 – Now that we have a vacancy, we need to set the administrative settings for this position.

- Under **HR Management Options**, users will need to note whether an HR representative will be selecting the Best Qualified individuals or if it will be a Selecting Official. If the "HR representative" option is chosen, three boxes will appear below: HR Manager, Selecting Official, and Best Qualified Designator. If the "selecting official" option is chosen, two boxes will appear below: HR Manager and Selecting Official. The name(s) of the **HR Manager** and **Selecting Official** will need to be chosen from the dropdown menu in the appropriate fields. Only individuals with the appropriate permissions will be listed. If the HR Manager or an HR representative other than the HR Manager will be the Best Qualified Designator, then their name should be selected as the **Best Qualified Designator**. It could be possible for the HR Manager, Selecting Official and Best Qualified Designator to all be the same person. Note: All drop down boxes under HR Management Options must be completed in order to proceed.

- The figure entered in the field **Well Qualified Score** refers to an applicant's raw score after they have completed the questions for a vacancy. Chapter 7 will discuss adding scoring criteria to questions by weighting answer choices in order to rank applicants. The value that users choose in the Well Qualified Score field determines a cutoff. If an applicant's score is equal to or higher than this cutoff, they will be designated as a Well Qualified Applicant.

  Users may choose to designate a Well Qualified Applicant by the percentage of the maximum raw score that they achieve, thus they would enter the desired percentage in its decimal point form. For example, if applicants must achieve at least 85% of the maximum raw score, then the value ".85" would be entered in this field. Alternatively, users may enter a figure representing an actual number of points, keeping in mind that this figure must be less than or equal to the maximum number of points this application can generate. For example, if the maximum is 100 points, the value "85" could be entered in this field.

- Under the **USA Jobs Email Interface – Registered User Name** section, the USA Jobs User Name should match the user name registered with OPM, as well as the email of the user approving and sending this email. The user should enter in the first and the last name as it was registered with OPM. The user should then enter the **USA Jobs Password** in the **USA Jobs Password** field. This password should match the password used during registration on USA Jobs. If the vacancy is sent to OPM, OPM will send an email back with a control number. This control number must be used when a USAJOBS vacancy is updated or modified. This is what USAJOBS uses to uniquely identify a vacancy announcement. When this email is received by the user, the vacancy announcement should be updated (using the Edit Vacancy function) to include the control number in the **USA Jobs Control Number** field. If the user were to modify the vacancy at a later date, the modified vacancy would be sent to OPM with the control number so the updates would take effect. In this case (updating a posted vacancy), the user would edit the vacancy as needed, enter the USA Jobs Password and Control Number, and then click the **Save** or **Finish** button, which would send notification to USAJOBS to update the vacancy.

    - The **Resend USAJOB as New** button allows the user to resend the vacancy so that OPM thinks it is a new vacancy. This is only to be used if the user does not get an email response back from OPM after 24 hours, or if the user approved the vacancy when the email server was down. If the button is used at any other time, the user will have two postings of the same vacancy on USAJOBS with two different control numbers.

    - The **Cancel USAJOB** button allows the user to send notification to OPM that a vacancy previously sent to them has been cancelled. OPM will remove the vacancy from their postings based on the Control Number entered.

- Underneath the USA Jobs Email Interface is the checkbox **Applicants cannot appear on multiple open certs**. If this is checked, when a final job certificate is generated for the vacancy, only best qualified applicants that are not on any other open certificates will be able to be included on the new job certificate. If this is not checked, then the job certificate will include any best qualified applicants that match the requirements for the job certificate. The user will learn how to generate job certificates in **Chapter 8**.

- The **Password** text box allows the user to enter in a password for any users of the system that will be viewing a list of applicants for the vacancy via the administrative side of the web site (see **Section 13.0**). Anyone with the correct vacancy number and password will be able to view vacancy and applicant information via an Internet connection. The password is restricted to 10 characters.

- The next entry in this window is **Approve this vacancy**. Clicking in this box indicates to the system that the vacancy has been reviewed by someone and is ready to be posted to the Internet. However, even though it is required to approve the vacancy to be posted on the web page, it is not necessary to approve the vacancy at this point. The vacancy will be marked with a Pending Approval status code if the user does not approve it. Keeping in mind to approve the vacancy prior to its opening date, a user can access this function at a later time through either Approve Vacancy or Edit Vacancy (see **Chapter 6**). Note: If the "Approve this vacancy" checkbox is checked, clicking the **Previous** button and returning to a previous step will unapprove the vacancy ("Approve this vacancy" will no longer be checked). To approve the vacancy, the user must return to the final step of the Vacancy Builder, check the "Approve this vacancy." checkbox and click the **Finish** button." Note: Users must have the Approve Vacancy permission to perform this function.

  The final entries in this window are the **Standing Register** and the **Applications Expire in __ Days** boxes. These entries are only visible to clients who elect the Standing Registers option in the QuickHire implementation. The Standing Register option allows the user to see a list of applicants for ongoing positions (for example: administrative positions) when needed. A Standing Register Vacancy gives the user the ability to continually update the same **Staging Area**. [A staging area is a snapshot in time taken of all of the applicants and their associated data; it is created automatically once a vacancy closes. Although applicants will no longer be able to modify their answers once a vacancy closes, applicants can change their personal data, resume and even answers to the Core Questions, which determine eligibility. This snapshot ensures that the data is accurate as of the vacancy closing date. A Staging Area can also be manually generated at any time in the Vacancies Tab of Applicant Manager. This will be discussed further in Chapter 8.] It also gives the user the ability to specify how long an application can be active for before it expires. Check the Standing Register box if this vacancy will utilize a standing register. For vacancies utilizing a Standing Register, the option to "**Notify Applicants of Expiration Time**" is available. Checking this checkbox will add text to the "Application Submitted" web page accessed after an applicant submits an application online; the text will indicate when an applicant will expire and how an applicant can remain under consideration. Refer to Chapter 8 for information on updating staging areas as needed and for information on Expired Applications. Note: this box is disabled if the vacancy has applicants. Edit the Applications Expire in __ Days box as necessary.

  Once an applicant submits the application, it remains active for the period of time specified in Step #8 of the Vacancy Builder where a value for the Applications expire in __ Days box was entered. If the applicant updates any part of their application, then the counter starts over and the application remains active for the full number of days that was previously specified. Once the expiration day arrives, the applicant's status will be automatically changed to Expired and an Expired icon will be shown in the tree view next to the applicant's name and score. If the applicant updates the application after classified as Inactive, the applicant will become Active again upon submission of the application.

Note: The user cannot use both Phasing (having more than one phase per vacancy) and Standing Registers when creating a Vacancy.

Regarding Expired Applications:

- An expired application is in essence an inactive application. Therefore, the terminology is interchangeable; however in the Applicant Manager, the term Expired is used.
- An applicant's status can be set to Expired on one or more Standing Registers.
- An expired applicant can either reactivate his application for a specific Standing Register or for all Standing Registers based on how the applicant accesses his or her application.
- To reactivate an application for a specific Standing Register, the applicant would log into the application system and review the vacancy questions for the specific vacancy on which the applicant has become inactive on. The applicant does not have to change any of his or her answers. By reviewing the vacancy questions, the applicant automatically reactivates his or her application for that specific vacancy.
- To reactivate or update all applications, the applicant would log into the application system and access his or her personal information. The applicant can access his personal information by selecting the radio button **Edit personal information** when logging into the system. The applicant can then review his or her User Information and core questions. The applicant does not have to change any of his or her answers. By reviewing the User Information and core questions, the applicant automatically reactivates or updates all of his or her applications in all Standing Registers.

After all of the information on this window has been entered, click on the **Finish** button. This places the newly created vacancy and its Application Questions in the database. If the vacancy was for a public job, the user will be notified that the USAJOBS email has been sent out as well. Internal jobs are not sent to OPM.

4.10 Chapter Summary

The Vacancy Builder and Question Builder Wizards provide a guided set of windows and prompts to assist the user in creating new Vacancies and the question set, which form the basis of the Vacancy Announcement and its related Employment Application.

CHAPTER 5
BUILDING DIVERSITY NOTIFICATION

5.0 Overview

Diversity Notification, a.k.a. Diversity Initiative Notification (DIN) allows organizations (such as The Association of HR Professionals or The International Students Organization) to increase interest in their posted vacancies by sending email notifications to selected diversity organizations. A DIN is a profile or template that includes selected diversity organizations and vacancy announcement text saved under one title, which can later be assigned to a vacancy. The diversity notification emails are sent out one minute past midnight on the opening date of the vacancy. Information for the diversity organizations is entered initially during the installation of QuickHire® but can be edited in the DIN Category and Diversity Organization tabs in the Organization section of Data Administration by users with Data Administration permission. Even though users are creating one notification email for each vacancy, each organization receives a personalized email. The notification email does not appear to be a mass mailing from a diversity organization's perspective.

The **Diversity Notification Wizard** allows users to choose minority and other diverse institutions and organizations, which will receive notification of new job openings via e-mail as part of outreach recruiting programs. The notification email sent to the organizations includes a salutation specific to the group, which is setup in Data Administration, information about the vacancy (namely the Vacancy number, Description, Open and Close Dates, and Additional Information), and the contact information of the individual designated as the user organization's Point of Contact (POC) , which is also set up in Data Administration. This Diversity Notification Wizard will help the user create a Diversity Initiative Notification (DIN) Definition.

This wizard can be accessed in two ways. If the user chose the **Assign Diversity Notification** checkbox in Step #7 of the Vacancy Builder Wizard (see **Chapter 4**), the Diversity Notification Wizard would automatically be activated after the user finished creating a vacancy. Alternatively, it can be accessed from the main menu under Vacancy by choosing **Diversity Notification Administrator**. The DIN Administrator window, **Figure 5.1**, will appear. In the DIN Administrator window, the user can elect to create a new Diversity Notification by clicking **New** or the user can expand the list of Diversity Notifications for an organization and edit or delete the notifications by clicking either the **Edit** or **Delete** button at the bottom of the window.

To add an organization, the user can either select, drag and drop it to the right side or select it, right-click and choose **Add Organization**. The user also has the option of notifying all organizations in a particular category by selecting the DIN category, right-clicking and choosing **Add All Organizations in category**. Click **Next** when finished.

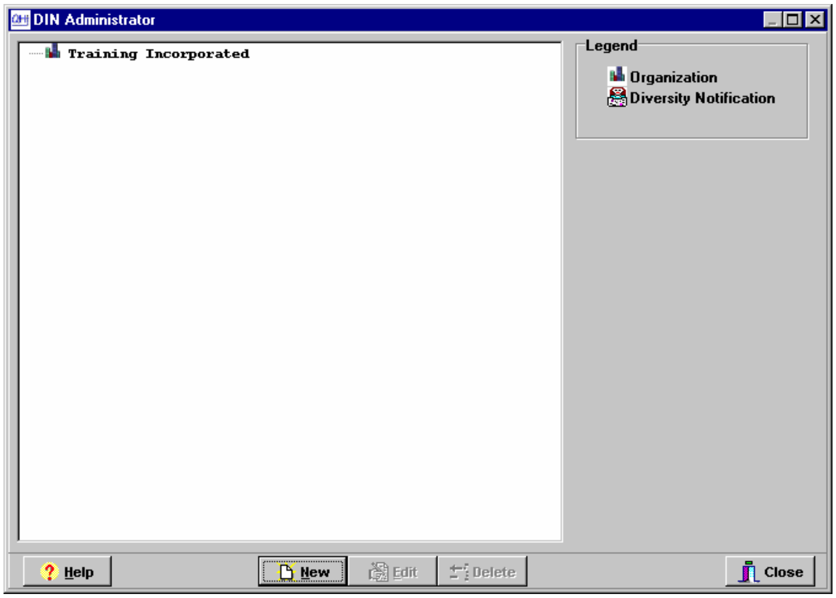


Fig. 5.1 DIN Administrator

5.1 Step #1 – Select Diversity Organization(s)

Click on **New** and the Diversity Notification Wizard – New DIN window, **Figure 5.2**, will appear.

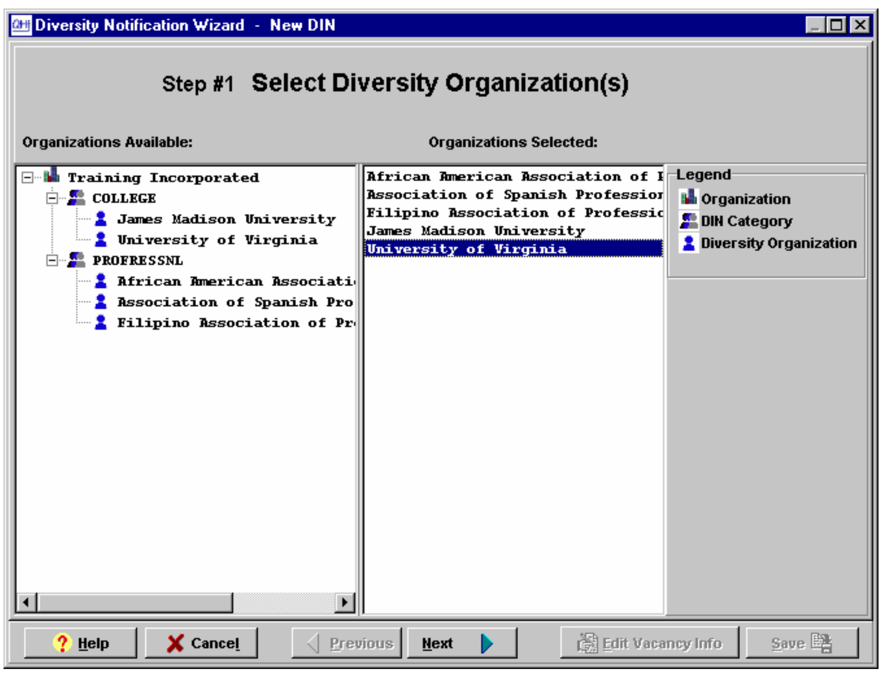


Fig. 5.2 Diversity Notification Wizard Step #1

This is Step #1, Select Diversity Organization(s). This step allows users to select the organizations to which they want the vacancy announcement sent. The organizations, listed alphabetically by category, are managed in the Diversity Organization tab of Data Administration (see **Section 10.1.4**). Organizations cannot be added or edited in Step

#1; they can only be selected for notification. Therefore, the user cannot edit the DIN Category or add or delete a Diversity Organization to or from the DIN Category. The user can only add or select a Diversity Organization(s) to which the user wishes to send the vacancy announcement.

The window is divided into two columns. The left column lists **Organizations Available** and the right side displays **Organizations Selected**. Click on the plus sign to the left of the DIN category names, and the list of Diversity Organization names will appear. There are two ways in which the user can add organizations from the left to the list on the right, which is the list of organizations that are to receive the notification. The user can left click on the name and drag it to the "Organizations Selected" box on the right hand side. Or, the user can right click on the Diversity Organization and choose Add Organization. To add all of the organizations, the user can right click on the category heading and select the **Add All Organizations in category** option.

The user can also **Remove Selected Organizations** and **Remove All Organizations** from the vacancy by right clicking anywhere in the "Organizations Selected" box and clicking on the appropriate option. To remove several non-consecutive organizations, hold down the CTRL key while selecting them and then right click. Select the Remove Selected Organizations menu option. To remove consecutive organizations, select the organization at the top (or bottom) of the desired group, then hold down the Shift Key and select the organization at the bottom (or top) of the group. Right click and select the Remove Selected Organizations menu option. Click **Next**.

5.2 Step #2 – Diversity Notification Announcement

In this step, see **Figure 5.3**, users can customize the **Diversity Notification Announcement** email that will be sent. The "To" field is a merge field that will automatically insert the Point of Contact (POC) email address listed in Data Administration for each organization the user selected in Diversity Notification Wizard Step #1. Do not edit this field.

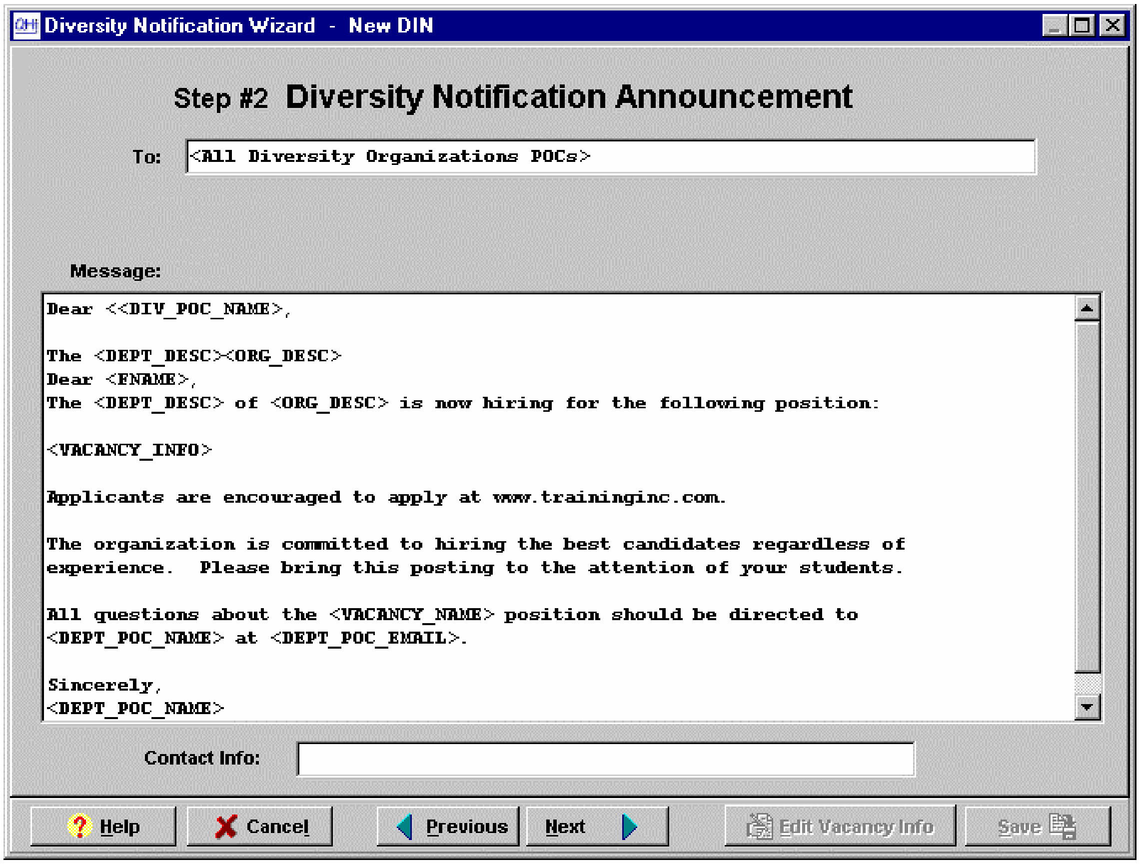


Fig. 5.3 Diversity Notification Wizard Step #2

To include instructions, comments or any part of the vacancy in the notification email, the user must enter the text or pointers into the Message box. By right clicking in the Message box, the user is given the option to **Use Email Template** and to **Save as Template** and/or to select merge fields that are to be included with the email message. The Email Templates feature allows the user to use previously saved email text for the basis of creating a new email message, instead of having to recreate a very similar message over and over again. The user also has an option to select merge fields that are to be included with the email message. The merge fields are grouped by category of information. Most of this data is entered in either the Data Administration utility or in Vacancy Builder. The three categories of merge fields that can be used in email templates are: Org./Dept. Information, Vacancy Information and Diversity Information. The options in these three categories are listed below.

The options in the Org./Dept. Information category include the following as seen in **Figure 5.4**:

- Insert Organization Name
- Insert Department Name
- Insert Organization Address
- Insert Department Address
- Insert Department POC Name
- Insert Department POC Email

- Insert Organization POC Name
- Insert Organization POC Email

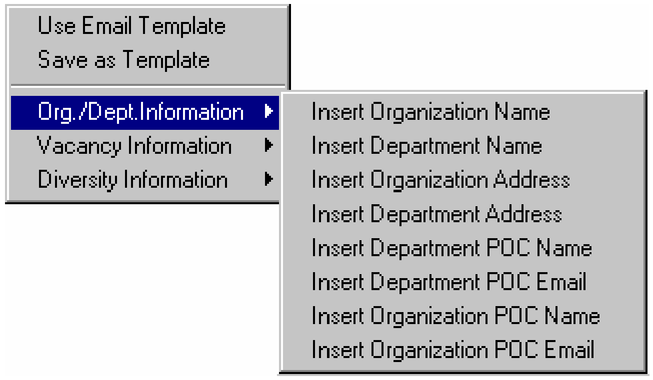


Fig. 5.4 Diversity Notification Wizard Step #2 Org./Dept. Information

The options in the Vacancy Information category include the following as seen in **Figure 5.5** (much of this information was entered by the user in Step #1 of the vacancy builder, see **Section 4.2**):

- Insert Vacancy Name
- Insert Vacancy Number
- Insert Job Code
- Insert Vacancy Open Date
- Insert Vacancy Close Date
- Insert Vacancy Salary
- Insert Vacancy Information
- Insert Selecting Official
- Insert HR Manager
- Insert Vacancy Locations – a comma-delimited list of all the locations available for the vacancy will replace this field. This will work for vacancies with and without MALO question types.
- Insert Vacancy Grades – each applicant email will have the Grade field replaced with the Grade of the applicant chosen on the picklist window. Therefore, the applicant can receive multiple emails, one for each grade selected. For tracking purposes, an applicant job history record will be created only for the grades for which an email was sent to an applicant. If the template does not contain this field, then all applicants will only receive one email regardless of whether they were chosen at multiple grades. For tracking purposes, a record will be added to each grade saying that the email was sent to the applicant.
- Insert Area of Consideration – the following data will replace this merge field when the DIN Message is sent: "Public" if the Public radio button is selected, "Status (Government Wide)" if the Status radio button is selected, and "Internal (Internal to Agency" if the Internal radio button is selected.
- Insert Job URL Link – the direct link to the QuickHire job will replace the merge field when the DIN Message is sent.

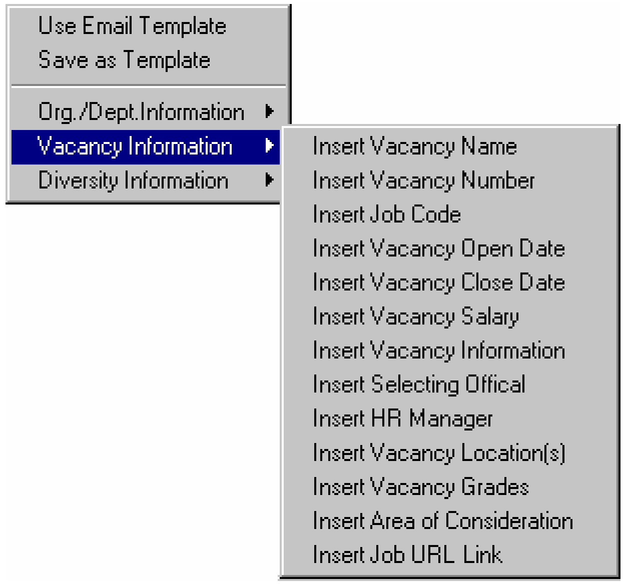


Fig. 5.5 Diversity Notification Wizard Step #2 Vacancy Information

The options in the Diversity Information category include the following as seen in **Figure 5.6**:

- Insert Diversity Org. Name
- Insert Diversity POC Name
- Insert Diversity Org. Salutation

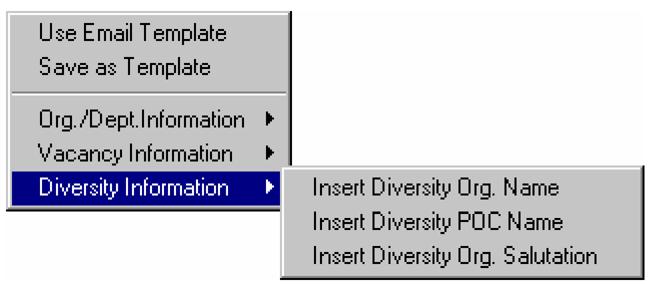


Fig. 5.6 Diversity Notification Wizard Step #2 Diversity Information

The final field on this window, **Diversity Contact Name**, contains the email address of the individual chosen as the user organization's POC in Data Administration or, if working with a saved DIN definition, whichever email was entered at the time the definition was saved. Clicking in the box, deleting the email address that appears and entering the new one can change it, however.

5.3 Diversity Notification Preview

The next window, **Figure 5.7**, shows the user a preview of the notification email message.

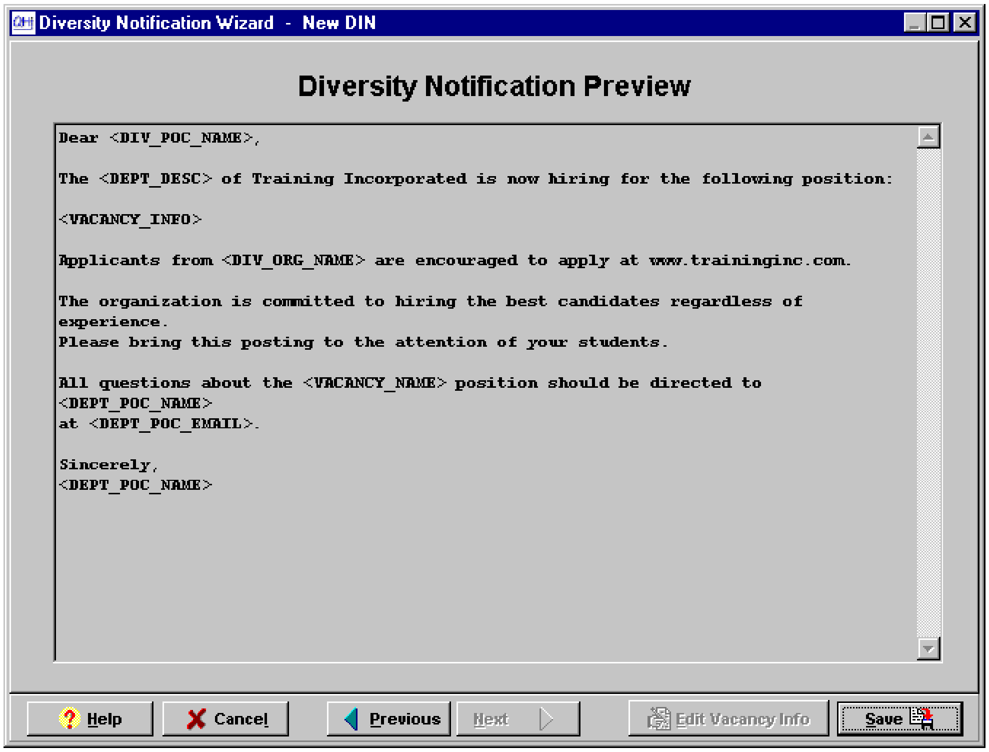


Fig. 5.7 Diversity Notification Wizard Preview

The notification email will appear just as the diversity organizations will see it. The merge fields (for example: DIV_POC_NAME) will be replaced with the appropriate data when the notification is sent. Click **Save** to save the Diversity Initiative Notification (DIN) Definition or click **Previous** if changes need to be made. When the user clicks **Save**, the Save DIN Definition window, **Figure 5.8**, will appear.

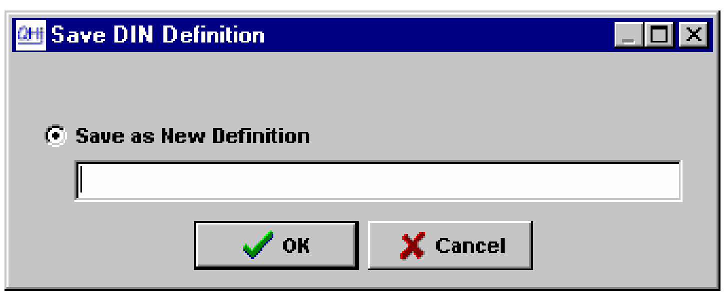


Fig. 5.8 Save DIN Definition

Type in a unique name for the new DIN definition that is easy to associate with the Diversity Notification specifications (can contain any alphanumeric combination not exceeding 50 characters) and click **OK**. A Confirm window, **Figure 5.9**, will appear asking if the user would like to enter a new diversity notification.

Fig. 5.9 Diversity Notification Wizard - Confirm

If yes, the user should click **Yes** and follow the same steps above; otherwise, the user should click **No**. The DIN Administrator window will appear again. Click **Close**.

5.4 Edit Vacancy DIN

Once they are created, DIN definitions can be edited as often as necessary until the vacancy opens. However, only the user that created the definition can save changes to it. If changes are being made through a User ID different from the one through which the definition was created, an error message will appear when the user attempts to save the changes.

There are two ways to edit a DIN. First, the user can edit a DIN (and create a new DIN) through the Diversity Notification Administrator. See **Chapter 5** for detailed steps. When the notification is created via the Diversity Notification Administrator, it will not be associated with a vacancy. Therefore, the **Edit Vacancy Info** Button will be grayed out because the notification is not yet associated with a vacancy.

Second, to edit a DIN definition that has been assigned to a vacancy, select **Edit Vacancy DIN** from the Vacancy menu. This will open the **Vacancy Selection** window. To edit a Diversity Notification, click on the plus sign to the left of the organization, then the department and then the category to see the list of vacancies. Only vacancies with DIN definitions will be visible in the list on the left side of the window. Double click on the vacancy.

The **Assigning Diversity Notification to the vacancy** window, **Figure 5.10**, will open.

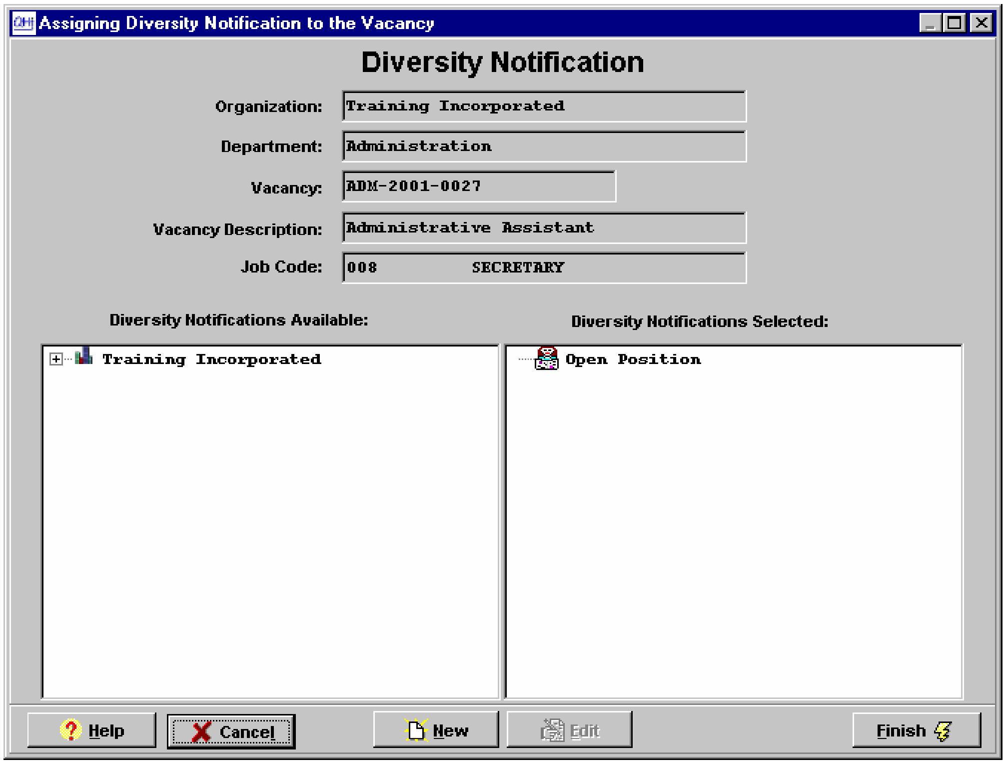


Fig. 5.10 Assigning Diversity Notification to the vacancy

Here, the Organization, Department, Vacancy, Vacancy Description and the Job Code fields are already filled in. Below this information are two columns: **Diversity Notifications Available** and **Diversity Notifications Selected**. The user can choose the appropriate Diversity Notifications for the vacancy. First, the user should click on the plus sign to the left of the organization in the left column. A list of Diversity Notifications will be listed. The user should left click on the appropriate Diversity Notification and drag it to the right hand column (or the user can right click on the Diversity Notification(s) and choose the menu option **Add Diversity Notification**). The user has the option to edit the Diversity Notification or to create a new one.

To edit the Diversity Notification in the **Assigning Diversity Notification to the vacancy** window, click on/highlight the Diversity Notification in the right hand column. The user will notice that the Edit button will no longer be grayed out. Click **Edit** and Step 1 of the Diversity Notification Wizard (see **Section 5.1**) will appear. Edit the previously selected organizations as appropriate. Click **Next** and Step 2 of the Diversity Notification Wizard (see **Section 5.2**) will open. Make appropriate edits to the email notification. Click **Next** to see the Diversity Notification Preview window. Click the **Edit Vacancy Info** button which is now enabled and the **Edit Vacancy Information for DIN** window will appear, **Figure 5.11** below. Make changes to this Vacancy Information as necessary.

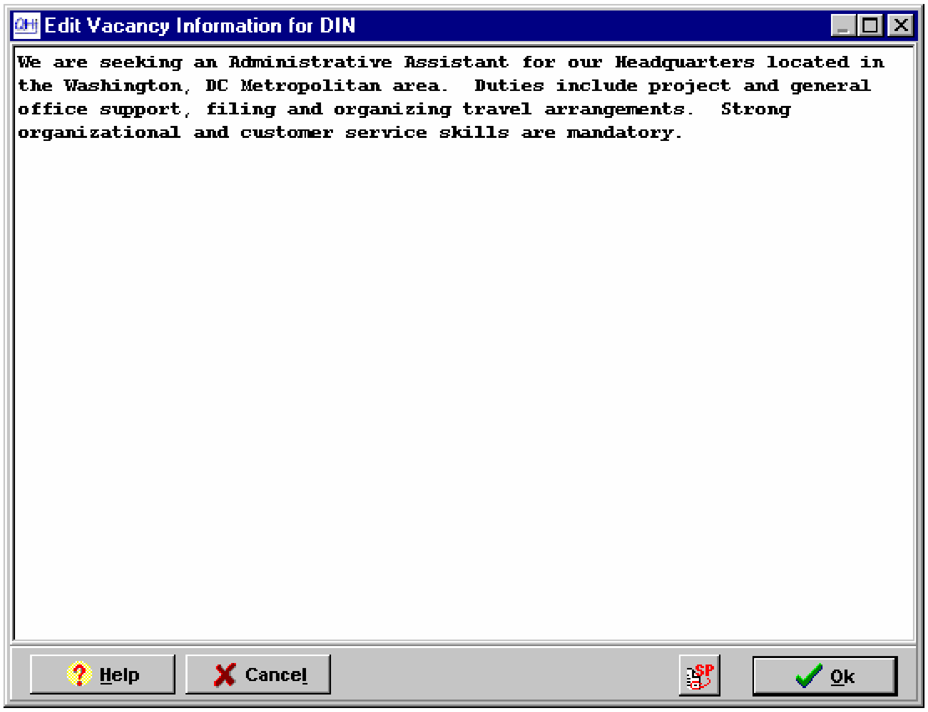


Fig. 5.11 Edit Vacancy Information for DIN

To create a new Diversity Notification in the **Assigning Diversity Notification to the vacancy** window, click the **New** button. In addition to changing elements of a definition through Edit Vacancy DIN, it is possible to substitute one definition for another or associate another group of organizations by choosing another one in this step. Use the **Next** button to navigate the windows and select **Finish** to save any changes. See **Chapter 5** for steps to create a New Diversity Notification.

5.5 Chapter Summary

The Diversity Notification Wizard is a set of windows, which together allows users to choose diversity organizations to which they will send notification of a new vacancy via email. Users can choose to create a new Diversity Notification Definition or use a saved one, selecting or deselecting organizations, as necessary. Once created, Edit Vacancy DIN can be used to make changes to a definition.

CHAPTER 6
EDITING AND APPROVING VACANCIES

6.0 Overview

Once a vacancy has been created, the **Edit Vacancy** function will enable users to make changes to the vacancy that has already been started and was saved or that has been completed and requires editing, including if it needs to be approved. One restriction is that the questions in a vacancy cannot be edited if an applicant has applied for the vacancy. Once a vacancy has been approved, only a user with approval rights can edit the vacancy.

6.1 Editing a Vacancy

The Edit Vacancy function can be accessed through the Vacancy menu or via the Edit Vacancy icon. This will bring up the **Edit Vacancy Selection** window. Clicking on the plus sign next to an **Organization's** name will expand the list of Job Codes or Occupational Series and Vacancies. Additionally, the **Vacancy Filter** narrows down the list of vacancies according to whether the user wants to view vacancies that are New, Pending Approval, Approved (not Open), Open, Closed, Filled, Cancelled as opposed to viewing All Vacancies. This allows users to more easily find a vacancy. Highlight the vacancy and select **OK**.

Clicking on the **OK** button will lead to the **Vacancy Edit Wizard**. The information that was entered during the vacancy creation process will be visible. Using the **Next** button, it is possible to quickly navigate through steps in order to review the information and make any necessary changes.

After making changes, the user can click on the **Save** button from any window. There will be a prompt asking if the user would like to "…**close the vacancy editor. (No will allow the user to continue editing the vacancy)**." Clicking Yes will save the changes to the database and close the Vacancy Edit Wizard. Alternatively, the user can click on the **Finish** button in the last step, which will update the database and USAJOBS if the vacancy has been sent to be posted on USAJOBS. If editing a vacancy announcement that has not been sent to USAJOBS previously, and is initially being approved, the User will receive a pop-up window stating "USAJOBS email successfully sent." If editing a vacancy announcement that has been sent to USAJOBS and a control number has not been entered in the appropriate field in Step #8 of the Vacancy Builder, a prompt will appear asking the user if they would like to update the vacancy without a control number. As stated in the Vacancy Builder chapter, a control number must be used to send updates or edits to USAJOBS. Answering "Yes" at this prompt will update the internal application website, but no updates will be sent to USAJOBS. Answering "No" will return the user to Step #8 of the vacancy builder with no changes being sent to either the internal application site or USAJOBS. With both methods, if Create Diversity Notification was checked off in Step #7, when the Vacancy Edit Wizard closes after saving changes, the Diversity Notification Wizard opens. If this step has already been completed or the user does not want to add Diversity Notification, simply select **Cancel**. If the user does want to add Diversity Notification, refer to Chapter 5 for more information.

6.2 Approving a Vacancy

If a vacancy was not approved in the Vacancy Builder Wizard, then an individual with user permission to approve vacancies would need to do that using either the **Approve Vacancy** function or the Edit Vacancy Wizard (in Step #8 by checking the **Approve this vacancy** box). Approve Vacancy can be accessed through the Vacancy menu. After selecting it, the **Vacancy Approval Selection** window, **Figure 6.1**, opens.

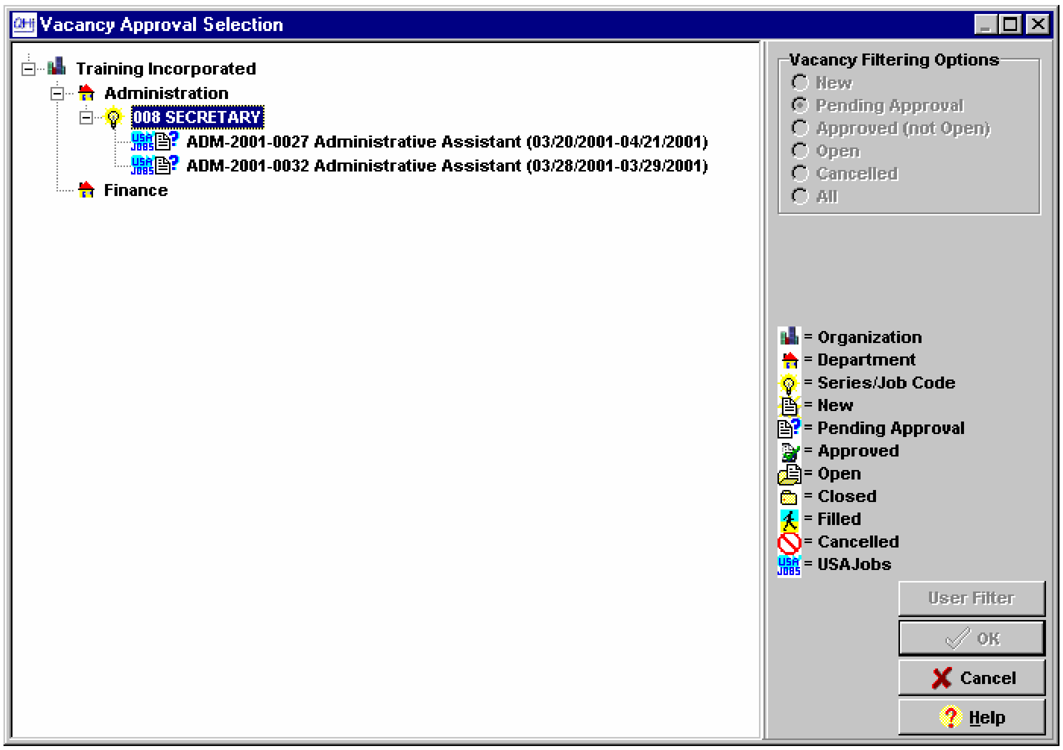


Fig. 6.1 Vacancy Approval Selection

The difference between approving a vacancy using this function and using Edit Vacancy is that in the selection window, **Approve Vacancy** only displays vacancies pending approval as seen in **Figure 6.1**. Edit Vacancy displays all vacancies, including those pending approval. Once a vacancy is selected, the rest of the steps between these two functions are the same.

Only users with vacancy approval permission can access the window entitled **Step #8 - Now that we have a vacancy, we need to set the administrative settings for this position**, which is the window in which vacancies are approved. This is Step #8 of the Vacancy Builder Wizard (see **Section 4.9**). For further information on completing this step, refer to the corresponding sections in this User's Guide.

When completed, click the **Finish** button to update the database. On the Opening Date of the vacancy, vacancies will automatically post on the organization's web site and USAJOBS vacancies will be transmitted to USA Jobs, as long as the vacancies are approved.

6.3 Chapter Summary

The Edit Vacancy function allows users to complete or make changes to a Job Vacancy. This function is accessed from the Vacancy menu or the Edit Vacancy icon and leads the user to a set of windows identical to the ones used to create a new vacancy, with the information entered during the vacancy creation process already populated. In addition to making changes to a vacancy, the Edit Vacancy function is used to approve vacancies and select administrative settings. Alternatively, Approve Vacancy, accessed through the Vacancy menu, can also be used to complete these approval and administrative functions. However, only individuals with user rights to approve vacancies and set the administrative settings can access the necessary window.

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CHAPTER 7
ENTERING QUESTION SCORING CRITERIA

7.0 Overview

In order for QuickHire® to score and rank employment applications, it is necessary to add scoring criteria to the vacancy. This can be accomplished in two ways. The first method is to assign **Weights and Screen Outs** to questions, which enables the QuickHire® Scoring Module to calculate applicant scores based on user selected criteria. The second method, **Element Assignment**, is available at cost to QuickHire customers and is done by sorting questions into categories known as elements and weighting each individual category as part of an overall score. Elements can be used to accommodate the Wage Grade rating plan; however, there are versatile uses for the alternative scoring module component of QuickHire.

For the Weights and Screen Outs method, the question types that can have weights and screen outs assigned to them are Applicant Assessment; Multiple Answer Location; Multiple Answer, Multiple Choice; Multiple Choice; True/False; and Yes/No. In addition, Date and Number question types can have screen outs, even though they cannot be weighted. When entering weights and screen outs, question types that do not support both of these functions will be in blue font and will state next to them "no weighting or screen out." Question types that do not support weighting but do support screen outs will be in black text, with the phrase "no weighting, screen out only" next to them. The user can also designate certain questions as mandatory; mandatory questions will be red in color. The scoring criteria (weights, screen outs, and mandatory status) can be accessed three ways: through Step #6 in the Vacancy Builder, by clicking on the Weights/Screen Outs for Vacancy icon, or by selecting the Weights/Screen Outs for Vacancy option from the Vacancy menu. A provision for adding veterans' preference points to an applicant's score will also be discussed.

The Weights and Screen Outs question weighting scheme is most appropriate for positions that do not require a discrete break-down of how certain types of questions are answered, but there is also the **Element Assignment** feature. At this time, Element Assignment is only used for Wage Grade positions. Element Assignment allows users to sort questions into categories known as elements, and weight each individual category as part of an overall score.

7.1 Accessing the Weight Questions Window

To access the window in which the weighting, screen outs and mandatory questions are designated, click on **Weights/Screen Outs for Vacancy** in the Vacancy menu. This will bring up the **Vacancy Selection** window. Click on the plus sign next to the Organization's name to expand the list. Users can also select an appropriate vacancy filter from the choices on the right, to narrow down the list of vacancies from which to choose. Select the vacancy and click on **OK** to bring up the **Weight Questions** window, **Figure 7.1**.

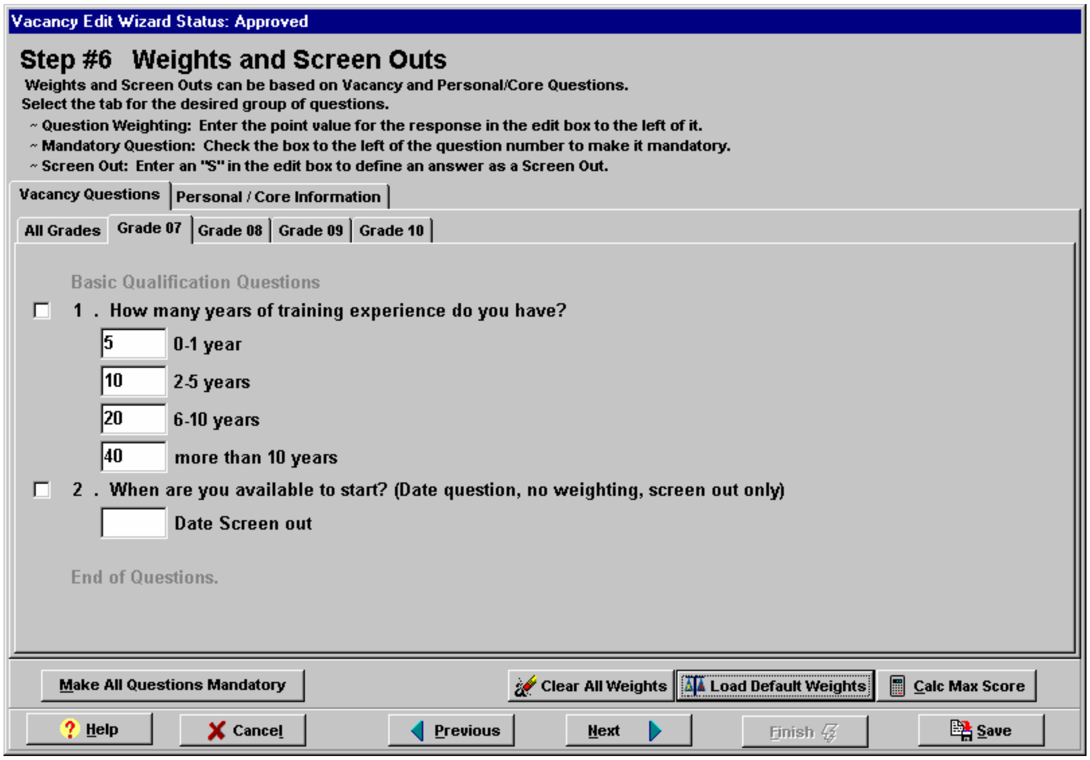


Fig. 7.1 Weights/Screen Outs for Vacancy

7.2 Assigning Weights to Questions

In the Weight Questions window, **Figure 7.1** above, the questions selected, along with their responses, are displayed in the **Vacancy Questions Tab** by grade. The first tab will always be the All Grades tab. If the Use Grade Associations tab was used in Step 2 of the Vacancy Builder when specifying the salary (see **Section 4.3**), the user will also see individual Grade tabs for the grades selected when specifying salary. Start with the All Grades Tab and then click on the Individual Grade Tabs. Each response has a blank edit box to the left of it. In this box, enter the appropriate numeric scoring factor (weight) for the response. When finished, the button **Calc Max Score** can be used to quickly determine the maximum raw score that an applicant could achieve per tab. If the user does not want to designate Screen Out or Mandatory questions, select the **Finish** button to save the changes and close the window.

The user can make all questions mandatory by clicking on the **Make All Questions Mandatory** button (see **Section 7.4**). The user can clear all the currently entered weights by clicking on the **Clear All Weights** button and the user can load default weights to the questions by clicking on the **Load Default Weights** button. The Load Default Weights is a nice feature which allows the user to load the default weights that the System Administrator has previously set up in Data Administration when creating the new question. These values are not automatically assigned to the questions as part of the vacancy. The user can opt to use these values by selecting the Load Default Weights button. If the option is selected, the default weights will be loaded into the blank boxes for all questions in the vacancy for which the System Administrator has previously created default weights.

This window can also be used to edit previously entered scoring figures. Simply enter the new score. Editing a weight will cause the scoring mechanism to re-score the applicants who have already submitted the questionnaire for the vacancy.

7.3 Designating Screen Outs

Screen Outs, which are also designated in the Weight Questions window, are related to eligibility questions. Position eligibility questions can be used to verify that an applicant meets mandatory qualification criteria. Applicants who do not meet the criteria are automatically “screened out” from further consideration. The applicant’s file is marked with a reason code indicating the cause for rejection.

To create screen out criteria for a question, place an “S” (upper or lower case) in the edit box to the left of the response. Entering an “S” will change the font color of the question to red, mark the question as Mandatory and open the Screen Out Criteria window (see next section).

Note: A question can have both weights and screen outs in its answer choices. An answer choice cannot have both a weight and a screen out so enter either the numeric scoring factor or an “S” in the box.

7.3.1 Screen out Criteria

The **Screen Out Criteria** window, **Figure 7.2** below, allows the user to note which response will cause an applicant to be screened out and enter a reason detailing why this individual is ineligible. For example, in **Figure 7.2**, an applicant who answers “No” to the question “Are you punctual?” will be screened out and marked ineligible for the vacancy.

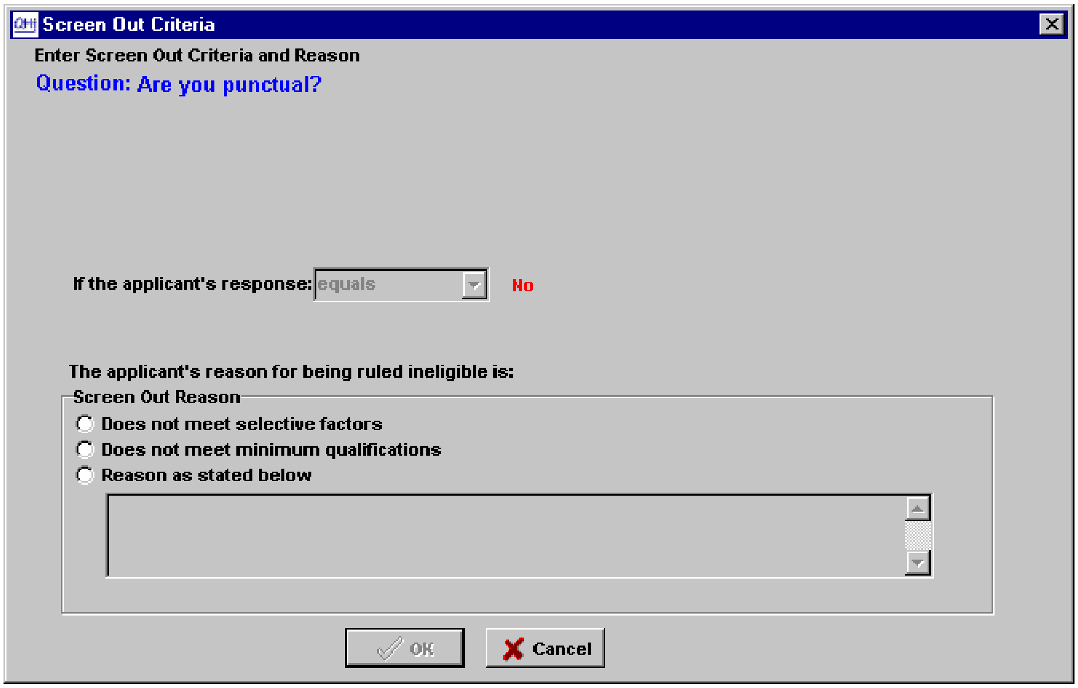


Fig. 7.2 Screen Out Criteria Window

Not all questions have one answer that will cause an applicant to be ineligible; some responses have multiple values, all of which could deem the individual ineligible. Operators allow users to specify exactly what value(s) of a response, when entered, would make the applicant ineligible. For example, users could designate all answers “greater than or equal to” a certain value as a screen out. All applicants who respond according to the screen out criteria will be marked as ineligible.

In the Screen Out Criteria window, the question appears in blue at the top. To the right of the phrase “If the applicant’s response,” there is a field for the **Operator**. To the right of that, is a field for the **Desired Answer**. The Desired Answer is the value against which the applicants’ answers will be measured. Each screen out response must have an Operator and a Desired Value. “Is equal to” is the only Operator that can be used with the following question types: Applicant Assessment; Multiple Answer, Multiple Choice Locations; Multiple Answer, Multiple Choice; Multiple Choice; True/False; and Yes/No question types. Therefore, it is entered and grayed out by default, so that the Operator cannot be changed. Also, for all of these types, the Desired Value defaults to the response next to which the “S” was entered in the Weight Questions window and cannot be changed.

For Date and Number question types, as in **Figure 7.3** below, the first step is to select an Operator from the dropdown list. The choices are:

- is equal to (exact match);
- is not equal to;
- is greater than;
- is greater than or equal to;

- is less than;
- is less than or equal to;
- is between (inclusive); and
- is not between (inclusive).

Next, select a Desired Answer that corresponds to the Operator. Selecting one of the last two Operator choices, “is between” or “is not between,” prompts the user to enter another value (the upper limit of the range), such that the screen out answer falls between these two dates or numbers. When selecting the Desired Values to enter, note that the range is inclusive of the values. Also, note that by clicking on the year in the calendar, an Up and Down Arrow button will appear to the right so that the user can scroll by year, not only by month, see **Figure 7.3**.

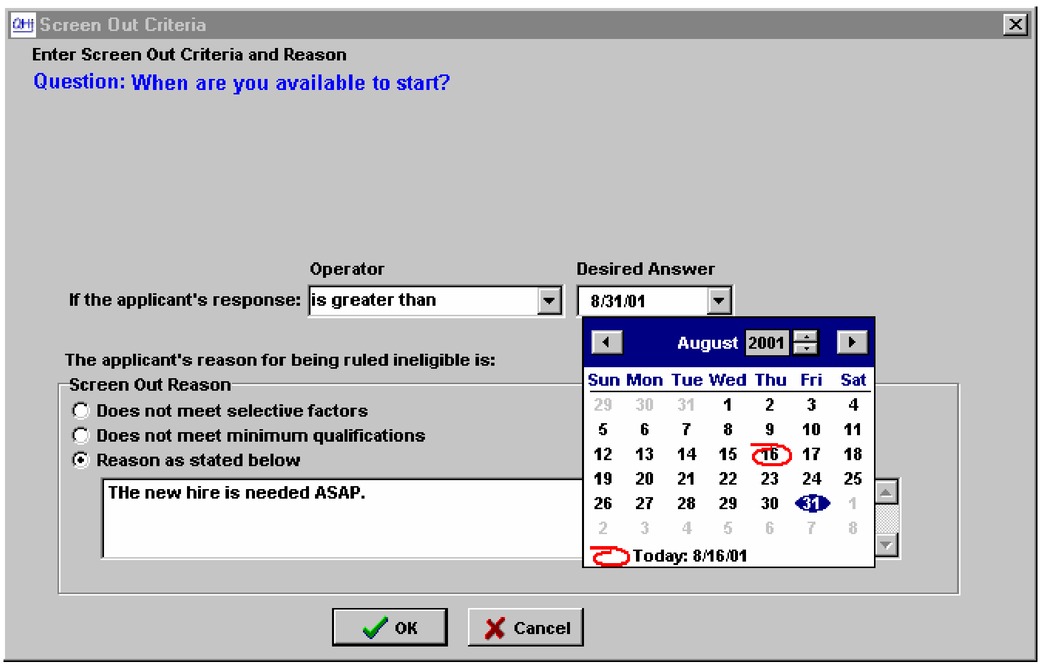


Fig. 7.3 Screen Out Criteria Window

The final option in this window is to enter a **Reason** for the screen out criteria in the text box provided. For example, “Applicant does not meet the minimal experience requirement.” Make sure to check the grammar and spelling at this point, as this reason can be inserted into an email template at a later time to correspond with the applicant (see **Section 8.2.3.4**). This field is required. When completed, click **OK**.

Repeat this process for the remaining screen out questions. At this point, if the user does not want to designate Mandatory questions, select the **Finish** button to save the changes and close the window.

7.4 Making a Question Mandatory

Marking a question as **Mandatory** can also be done in the Weight Questions window,

Figure 7.1. Applicants must answer questions that are designated as Mandatory. Mandatory questions will appear on the web with a red asterisk next the question and the word “Must Answer” in parentheses after the question. The applicant cannot submit an application unless all mandatory questions have been answered. Any question type can be designated as Mandatory by simply clicking in the box to the left of the question. The color of the question will change to red when it becomes a Mandatory question. Additionally, all questions can be designated as Mandatory simultaneously by clicking in the box to the left of **Make All Questions Mandatory** in the bottom, left-hand corner of the window. To change an item back to non-mandatory, click in the box to the left of the question again. Select the **Finish** button to save the changes and close the window.

Note: Adding a screen out or branching to a question will automatically make that question mandatory.

7.5 Assigning Veterans and/or Disability Preference Points

An additional factor in ranking applications comes from assigning **Veterans Preference Points**. During initial web registration, an applicant may claim, subject to proof of eligibility, a veterans preference, such as 10 point/CP, 10 point/XP, and 5 point/TP. This does not automatically factor into the ranking. All employment applications are initially scored without consideration of preferences. The user determines which, if any, vacancies will recognize preference points and calculate them into the final scoring and ranking of applicants. In practice, this is a policy decision, which is implemented in accordance with specific guidelines regarding eligibility.

Therefore, the three options are to include veterans preference, prioritize by 10-point/CPs, and to not add veterans preference. If the user decides to float 10-point/CPs to the top, this will move those applicants with CP or CPS vet status to the top of the list regardless of their score for the vacancy questions. If preference points are authorized, they are added through Applicant Manager (see **Section 8.1**) or the QuickHire® Reporting Module (see **Section 9.1.3**). To otherwise change the order of the list after adding veterans preference, use the Sorting Options.

7.6 Element Assignment

Element Assignment allows users to sort questions into categories known as elements and to weight each individual category as part of an overall score. This is available at cost to QuickHire users as an additional feature to the core QuickHire product. Those customers that chose not to purchase this module will not have any of the functionality described here and will not see any of these features. In **Figure 7.4**, the drop down box in the top right-hand corner of the window will indicate which scoring process should be used for the vacancy questions. There are two options in the Scoring drop down box: **General Schedule**, which is used for General Schedule positions, and **Wage Grade**, which is only used for Wage Grade Positions. The default value of the drop down box will be determined by the pay plan selected in step #2 of the Vacancy Edit Wizard. WG- positions will default to the “Wage Grade” option; all other positions will default to the General Schedule scoring mechanism. Users will have the option to override the default value by selecting from the drop down box; however, in most cases users will not use this option. If Wage Grade is the default or is selected, clicking the Element button (this button shows a red “E” in the middle of a blue circle) to the right of the scoring drop down box will launch the module that allows users to assign elements to a vacancy and assign questions to these elements. This button will only be enabled if the Wage Grade option is selected.

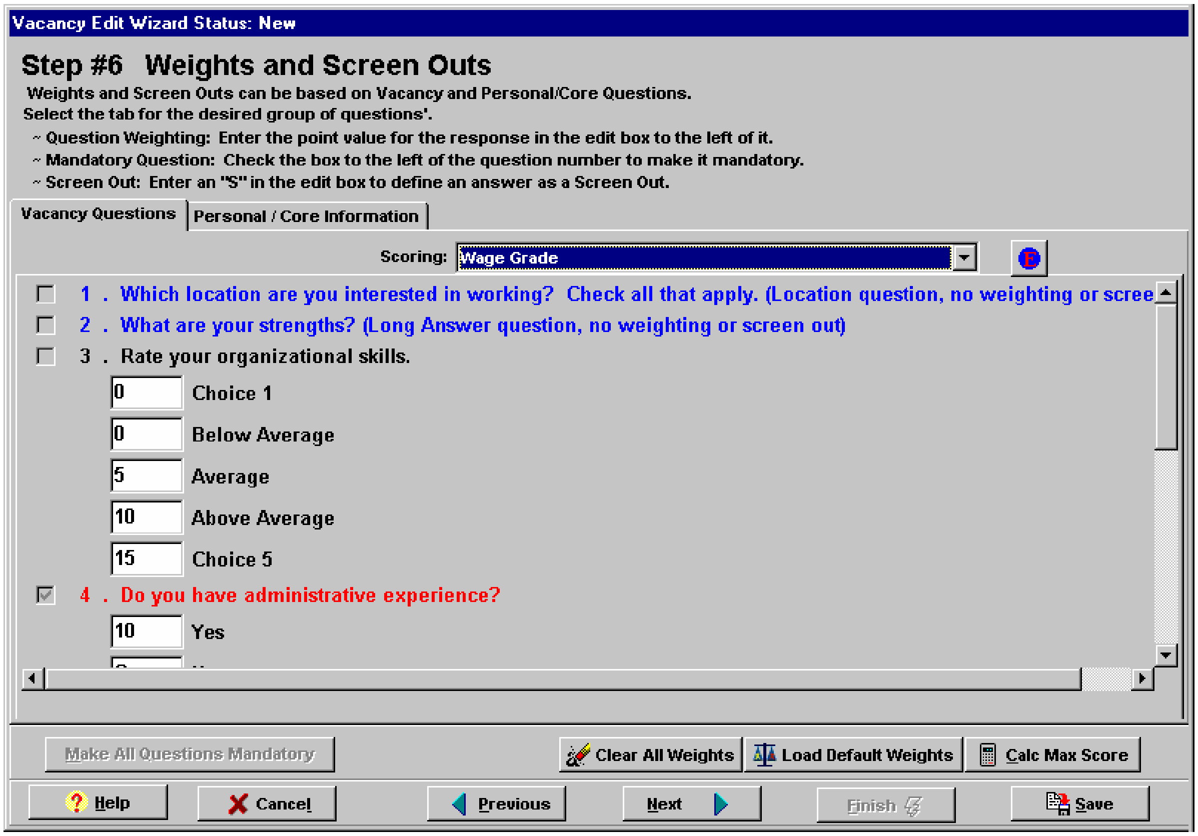


Fig. 7.4 Vacancy Edit Wizard Step #6 – Element Assignment

7.6.1 Creating Elements

The **Element Assignment window**, **Figure 7.5**, opens when a user clicks on the **"E" Element** button in the Vacancy Builder.

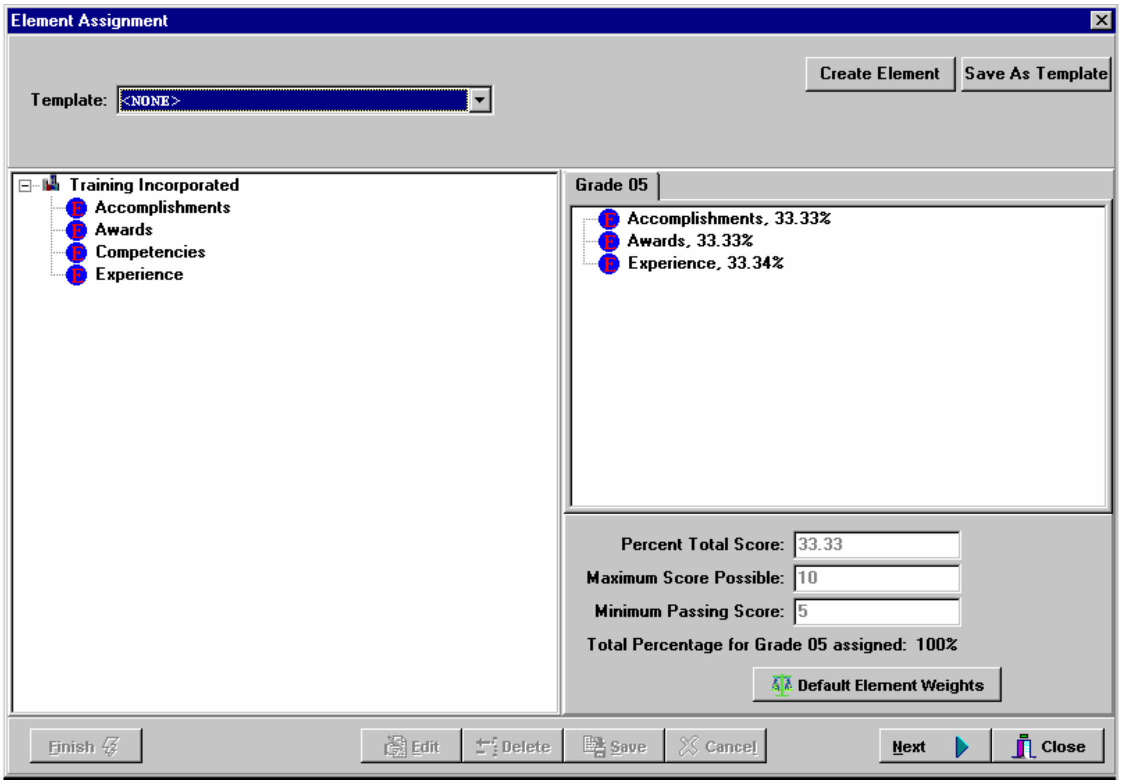


Fig. 7.5 Element Assignment

At this window, users must first create an element(s) by clicking on the Create Element button in the upper right hand corner of the window. When the user clicks the **Create Element** button on the Element Assignment window, they see this pop-up box, **Figure 7.6**.

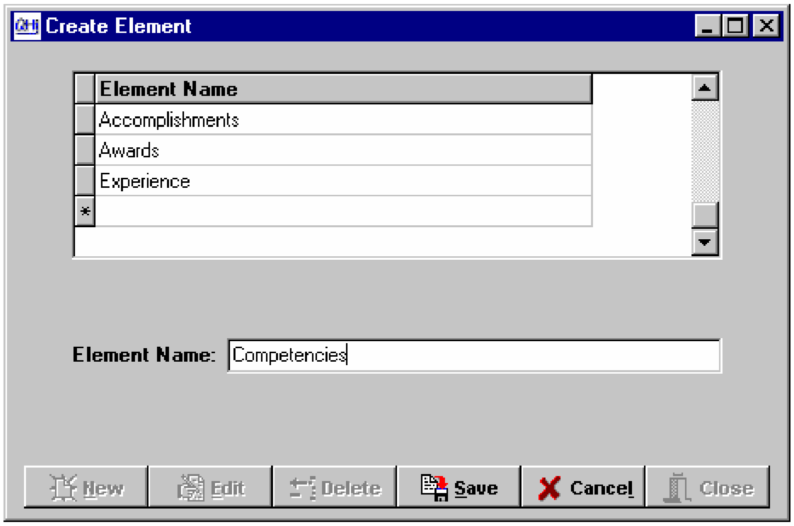


Fig. 7.6 Create Element

The user is automatically launched into an editable window. To create an element, enter the name of the element, then click **Save.** The new element is created for a specific organization. Every element created for the org will appear in this window. Element names must be unique within an organization. The **Edit** button allows a user to edit an existing element. Elements cannot be edited if the element has already been assigned to a question that has been answered by an applicant. The user will receive an error message that reads "Applicants have answered questions associated with this element. This element cannot be edited." The **Delete** button allows a user to delete an existing element. Elements cannot be deleted if a question has been assigned to it already. The user will receive an error message that reads "Questions have been assigned to this element. This element cannot be deleted." Click **Save** to save the newly created element. Click **Cancel** to stop an edit or the new creation of an element. Click **Close** to close the window and return to the Element Assignment window.

7.6.2 Element Assignment

Once an element or elements have been created and the user is returned to the **Element Assignment window** (**Figure 7.5)**, users will see elements that have already been created on the left hand side of the window. All elements created for an organization are visible at all times. Users can assign elements to a specific tab by dragging and dropping elements to the right side of the window, corresponding to a specific grade or to "All Grades" (e.g., the element "Awards" can be assigned to both the "All Grades" tab and to the "Grade 07" tab). An element can only be assigned to a particular grade tab once.

Users can add detail to a specific element by highlighting a specific element, clicking the **Edit** button and adding text to the **Percent Total Score**, the **Maximum Score Possible** and the **Minimum Passing Score** text boxes on the right hand side of the window.

Elements are weighted to correspond to the **Percent Total Score** (i.e. a percentage of the total score) for the Questions portion of the applicant's score. In **Figure 7.5**, the "Awards" element will contribute 25.00% of the total score for the vacancy questions.

“Accomplishments” will contribute 75.00% of the total score. Users have the option of adding element percentages individually, or clicking the **Assign Default Percentages** button. Clicking the default percentage button will clear any individually entered element percentages on the tab showing, and assign the default percentage to the elements in the tab. The default percentage assumes that all elements on the grade tab are weighted equally. The default is 100.00/(number of elements). Clicking the “Assign Default Percentages” button does not make changes to the element percentages entered on other tabs in the Element Assignment window.

When weighting elements, the user can insert a number that contains up to two decimal places. This indicates the percentage of total score. A user cannot enter a number that puts the total percentage of the grade tab over 100%. In cases where the number of elements does not divide equally into 100.00 (for example, the 3 element option used in Wage Grade positions), the last element in the list will be adjusted slightly to ensure the total percentage sums to 100.00:

- Element 1: 33.33
- Element 2: 33.33
- Element 3: 33.34

Users may change the default element percentages at any time in the process. A user can enter a 0 into the “Percent Total Score” box. In this case, the element is being used as a Pass/Fail element.

The **Maximum Score Possible** indicates the number of points assigned to a particular element. The **Minimum Passing Score** is the minimum score that a candidate must achieve (after the conversion from question score to element score) to be considered for a position. If the applicant does not meet the minimum passing score for the element, the applicant will be screened out. Users will see a message stating, “**Applicant did not meet the minimum score for the <ELEMENT NAME> element.**”

At the bottom right hand side of the window, the total percentage of the grade’s vacancy question score that has been allocated among elements will be displayed for each tab: “**Total Percentage for Grade 05 assigned: 100%.**” The Next button will not be enabled until 100% of each grade score is allocated for each grade score.

Applicant scores are calculated based on elements, rather than the total score calculated from the responses to the questions. For example: An applicant is asked to answer five questions that all pertain to one element that has a maximum score of 4. The applicant received 10 points out of a possible 20. Instead of reporting that the applicant received 10 points, the applicant will receive 2 points. In cases where an applicant does not get a score that translates directly to a whole number (for example, the applicant scored 11 out of 20 points, which translates to a score of 2.2), the score is truncated to the whole number (in this example, 2). The score is never rounded up.

Using/Creating Templates

Users can save this Element Assignment information as a template. To save a template, the user clicks the **Save as Template** button on the Element Assignment window. An editable Create Template pop-up box will appear, **Figure 7.7**.

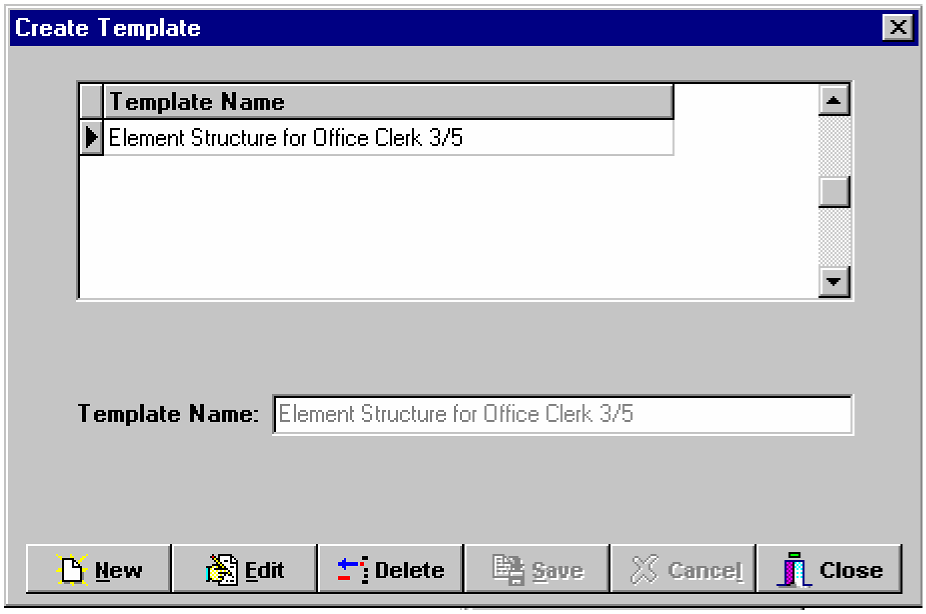


Fig. 7.7 Question Element Assignment

The user enters the name of the template, then clicks **Save**. When the Save button is clicked, the new template is created for a specific organization. Every template created for the organization will appear in this window.

Template names must be unique, though a user may replace an existing template by giving the new template the same name. If a user chooses to name a template the same name as an existing template, the template will overwrite the existing template of the same name. Before a template overwrites an existing template, the user sees a warning message, "A template of this name already exists. Would you like to overwrite the existing template?" The user selects **Yes** to overwrite an existing template. Selecting the **No** button returns the user to the Save Template window without saving any changes.

The **Edit** button allows a user to edit the name of an existing template, or the user may edit the content of an existing template by saving the changes with the same name. The **Delete** button allows a user to delete an existing template. Templates can be deleted at any time. The user will be prompted with a warning message, "This will delete the existing template. Are you sure you want to delete this template?" The user must select either the **Yes** button or the **No** button. The **Save** button allows a user to save the newly created template. The **Cancel** button allows the user to stop an edit or the new creation of a template. The **Close** button closes the window and returns the user to the Element Assignment window.

At the Element Assignment window, click **Edit** to make changes to the details of a selected element. Click **Delete** to delete an element from the window. Click **Save** to save any changes made to a particular element. Click Cancel to cancel all changes made and close the window. The **Next** button is enabled when all grade tabs have 100% of their element weightings assigned. Click **Next.**

7.6.3 Question Element Assignment

The **Question Element Assignment** window, **Figure 7.8**, will appear. This window shows grade tab(s) on the left hand side of the window and the same grade tab(s) on the right. On the left, the questions that have already been assigned to the vacancy are listed; on the right, the elements assigned to the grade tab(s) are listed. In the tree view in the left window, there is an All Grades questions node and a Grade Level questions node (only if the **Use Grade Associations** option was selected in the vacancy builder). A user can NOT have the same question in the All Grades questions in the Grade Level questions. Also, questions that are branched in the Vacancy Builder will not appear to be branched in the Question Element Assignment window. Each question is individually assigned to an element. This allows questions that are branched from another question to be assigned to a different element than the original question.

Users must drag and drop a question from the left to a specific element on the right. Once the drag/drop is complete, the question will appear under the element in the display. It will no longer appear on the left hand side of the window. The order that questions appear under the element does not matter, and does not impact the order in which questions are displayed in the vacancy announcement.

Note: To change from one grade tab to another, the user must click on the left hand grade tabs, not the grade tabs on the right of the window.

Users can click **Finish** prior to assigning ALL questions to an element. However, users will not be able to complete the Vacancy Wizard if any questions are not assigned to an element in a job that contains more than one element. The **Edit** button is not enabled on this page. Click **Delete** to allow a user to delete a question from a specific element. The question that is deleted will be removed from the right hand window and reappear on the left hand side in the list of questions. Please note that deleting a question does NOT impact the questions that appear in the vacancy; this impacts the element assignment only. Click **Save** to save the current configuration of question assignment. Click **Cancel** to close the window without saving anything on the page. Clicking **Previous** takes the user to the Element Assignment page. Click **Finish** to save everything and return to the Vacancy Edit Wizard Step 6.

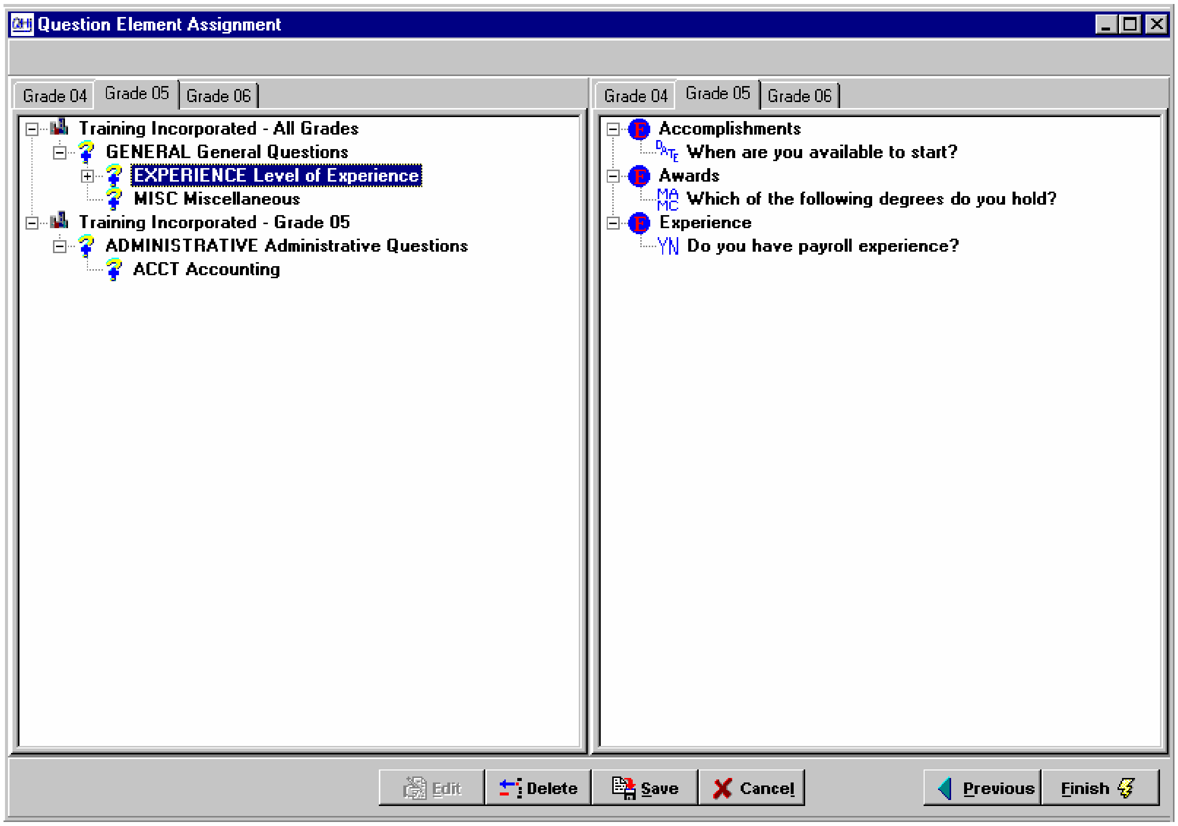


Fig. 7.8 Question Element Assignment

Once users have assigned elements to a vacancy, they will be returned to Step #6 of the Vacancy Edit Wizard, **Figure 7.4**, to finish building the Vacancy. However, if more than one element has been assigned to the vacancy (i.e., elements are a part of the vacancy) and all questions in the vacancy are not assigned to an element, the user cannot approve the vacancy, and the job will not be posted to the web.

If a vacancy is not approved:

- The user is allowed to save the vacancy with invalid assignments.
- The user can never approve the vacancy with invalid assignments. The function from will show an error and the user will be required to complete assignments before approval is accepted

If a vacancy is approved:

- The user cannot save or finish ever if assignments are invalid even if there are no applicants.

In summary, to add Elements to a Vacancy, access the Vacancy builder. In Step #6 of the Vacancy builder, click the **Element** button and the Element Assignment Window opens. Drag and drop elements from the left hand window to right hand window for each grade. Assign a **Percent Total Score**, a **Maximum Score Possible** and a **Minimum Passing Score** to each element. Once each element for each grade has been defined, the Next button is enabled. Click **Next**. Drag questions from the left hand window to right hand window until all questions are assigned to an element. Click **Finish** to return to the Vacancy Builder.

7.6.4 Viewing Score Results for Each Element

To view the scoring results for each element, the user goes to the Applicant Hiring View in Applicant Manager and selects the **View Element Scores** option from the right click menu. See **Section 8.2.3.4** for the "View Element Scores" section.

7.7 Chapter Summary

To assign weights, designate screen outs, and make questions mandatory, Weight/Screen Outs for Vacancy can be selected from the Vacancy menu. All three of these procedures can be carried out in the Weight Questions window, with an additional pop-up window for Screen Outs. The process, as described in this chapter, is to add a numerical score to responses for Weighting, enter Screen Out requirements, and mark a check next to Mandatory questions. Two additional factors in scoring are Veterans and/or Disability Preference points and Element Assignment. Veterans and/or Disability Preference points can be included in the ranking through the Applicant Manager or the Report Tool. Element Assignment allows users to sort questions into categories known as elements and to weight each individual category as part of an overall score. Element Assignment is accessed by selecting Wage Grade, one of the two options in the Scoring drop down box, and clicking the Element button in Step #6 of the Vacancy Edit Wizard. Element Assignment is only used for Wage Grade Positions.

CHAPTER 8
APPLICANT MANAGER

8.0 Overview

The **Applicant Manager** is the module in which the users can view and administer the applicants' progress through the hiring cycle, in addition to managing vacancies and the certificate of eligibles, also known as the Job Certificate. This module is composed of the **Select Organization, Vacancies and Applicant Hiring View tabs,** and the **Vacancy and Applicant buttons**. The three tabs are used to select the organization and vacancy, as well as work with the list of applicants. From within the Applicant Manager, users can email, select and hire applicants, run reports and even track comments, changes and costs. The user can also generate a staging area and the certificate of eligibles. To better manage the process, the system has three different views of the applicant data – Vacancy Applicant List, Staging Area and Final Job Certificates. The two buttons in Applicant Manager, the Vacancy button and the Applicant button, allow the user to switch between two views: the **Vacancy View** and the **Applicant View**. The Vacancy View is the default view with the Select Organization, Vacancies and Applicant Hiring View tabs. The Applicant View allows the user to search for an applicant by applicant name or by social security number and to see all jobs an applicant has applied for and any history tracking items related to the applicant. The functions enabled depend on the rights of the user and the choice made in the Applicant Manager View window.

8.1 Applicant Manager – The Process

When a vacancy opens and applicants start to apply, users can go in and view the **Vacancy Applicant List**. During this open period though, new applicants are appearing in the list and current applicants may be updating their data. In some circumstances, there are restrictions on the information the user can view and the actions the user can complete, depending on the stage of the vacancy and the user permissions.

Once a vacancy closes, a **Staging Area** is automatically created. This staging area is a snapshot in time taken of all of the applicants and their associated data. Although applicants will no longer be able to modify their answers once a vacancy closes, applicants can change their personal data, resume and even answers to the Core Questions, which determine eligibility. This snapshot ensures that the data is accurate as of the vacancy closing date.

However, a Staging Area can be manually generated at any time in the Vacancies Tab of Applicant Manager. To generate a Staging Area, select **Applicant Manager** from the Applicant main menu, choose an Applicant Manager view option and select **OK**. Select the department that has the vacancy for which the Staging Area is being created. Click the **Vacancies Tab**, see **Figure 8.5** in **Section 8.2.2.3**. Expand the list, find the vacancy and right-click on it. Select **Generate Staging Area**. Note, a Staging

Area is a static picture of a vacancy's applicants and will not reflect any changes or new applicants after it has been created. However, note that each additional staging area that is created is a fresh read from the database, which means that any personal data an applicant has changed in between the generation of the first and any additional staging areas may be changed or updated. The first staging area will capture the most accurate applicant information for the vacancy. There is a restriction: only one Staging Area can be open at a time.

Once a Staging Area is generated, the user can manage applicants, run a final Job Certificate, and produce a list of best qualified individuals here. The user will no longer be able to view the Vacancy Applicant Hiring View List. A staging area enables the user to edit an applicant's data; the user can edit the applicant's data on the copy, without affecting the original data. The staging area does not contain any changes an applicant may have made to his or her application after the staging area has been generated. The user can only have one staging area open at a time, but the user is able to generate a new staging area at any time. The creation of a new staging area will close any previously generated staging area. Certain things, such as changing the weights and screen outs when a staging area has already been generated will automatically close the staging area and will require the user to generate a new staging area because of changes in the data. When a staging area has already been generated (regardless of whether the vacancy is open or closed) and the user attempts to change the weights and/or screen outs, a pop-up warning window, **Figure 8.1**, will appear informing the user that editing weights and/or screen outs after a staging area has been generated will force the closure of that staging area.

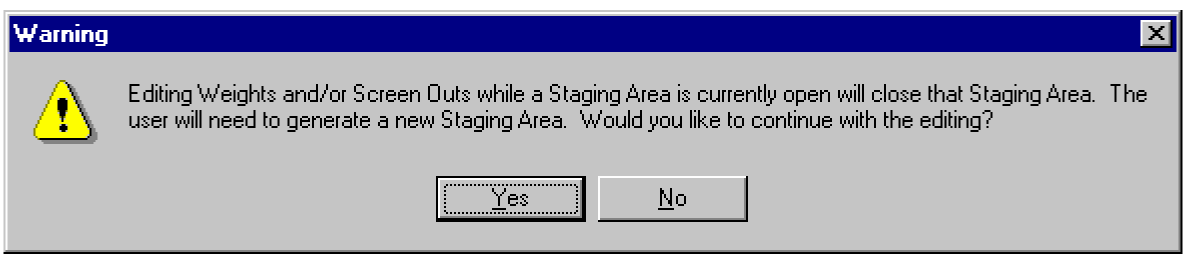


Fig. 8.1 Close Staging Area Warning

If the user does not want to wait until the vacancy closes, then the user can force the generation of a staging area. This is useful if the user wants to work with a small group of applicants or a job that is posted for longer time periods. Just remember that a staging area is a snapshot in time of data taken at the time of generation, so it does not necessarily reflect all updated data, if generated prior to the vacancy closing.

Once the user has a list of best qualified applicants, the user is ready to generate a **Job Certificate**. A final Job Certificate is a list of those applicants, which have been marked as best qualified for the job factoring in the application score and veterans preference (if applicable). The organization's selecting official would use this list to select applicants for consideration in the Applicant Hiring View Tab of Applicant Manager. While a Job Certificate must be generated for each of the duty locations defined in the Vacancy Builder, the certificate may include one or more of the grades specified. The user can generate a multi-grade job certificate, and Name Requests may also be included on a Job Certificate. See Section 8.2.3.2 for more details on generating a Job Certificate (including how to include Name Requests) and for information on generating a multi-grade job certificate.

8.2 Applicant Manager – Accessing Applicant Manager

To access the Applicant Manager, click on the Applicant Manager icon or select Applicant from the main menu and click Applicant Manager. If the user has multiple permissions for working in QuickHire®, the **Applicant Manager View** window, **Figure 8.2**, will open.

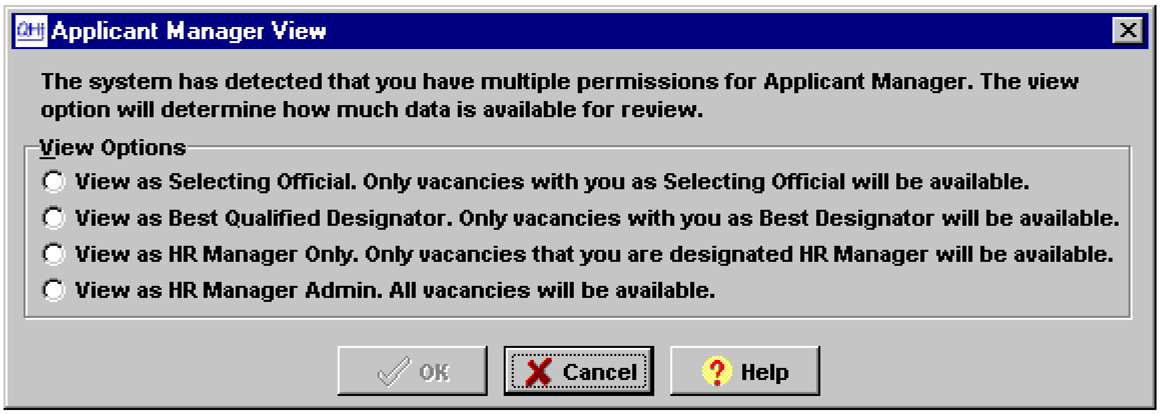


Fig. 8.2 Applicant Manager View Window

The options in this window (Selecting Official, Best Qualified Designator, HR Manager, HR Manager Admin.) are used to determine how much data is available for review. Not all of the functions will be available to every user; the options depend on the assigned permissions. For example, individuals with only Selecting Official status will not see the window, whereas HR Managers with Administrator permissions will see the window and be able to choose between all four-view options. Solely having the specified permissions is not enough to have this window accessible, the user must also have been chosen as the Selecting Official, Best Qualified Designator, or HR Manager in the administrative settings of the Step #8 of the Vacancy Builder Wizard when the vacancy was created (see Section 4.9). Make a selection and click **OK**.

8.2.1 Select Organization Tab

When the Applicant Manager View window closes, the main Applicant Manager window opens. The Applicant Manager window is comprised of three tabs, **Select Organization**, **Vacancies** and **Applicant Hiring View,** and two buttons, **Vacancy** and **Applicant**. First, the three Applicant Manager tabs will be discussed. The Vacancy and Applicant buttons, which allow the user to toggle between Vacancy View and Applicant View, will be discussed at the end of the Chapter.

Initially, of the three Applicant Manager tabs, only one is activated – **Select Organization**. The Select Organization Tab lists all of the organizations and their departments in the database that the user has permission to view. Expand the list by clicking on the plus sign next to the organization or department. If a department has at least one vacancy with at least one applicant, the user will see the applicant icon (two heads) to the left of the department's name. The Select Organization list will appear if the user has permission to search more than one organization. If restricted to a single organization, the user will see the one organization in the Select Organization Tab.

Select an organization by clicking on the name. Choose the appropriate department by clicking on the name. Provided that the department has at least one applicant, this action will enable the Vacancies Tab, **Figure 8.3**, in which the user can view data and perform vacancy-related actions. Select the **Vacancies Tab**.

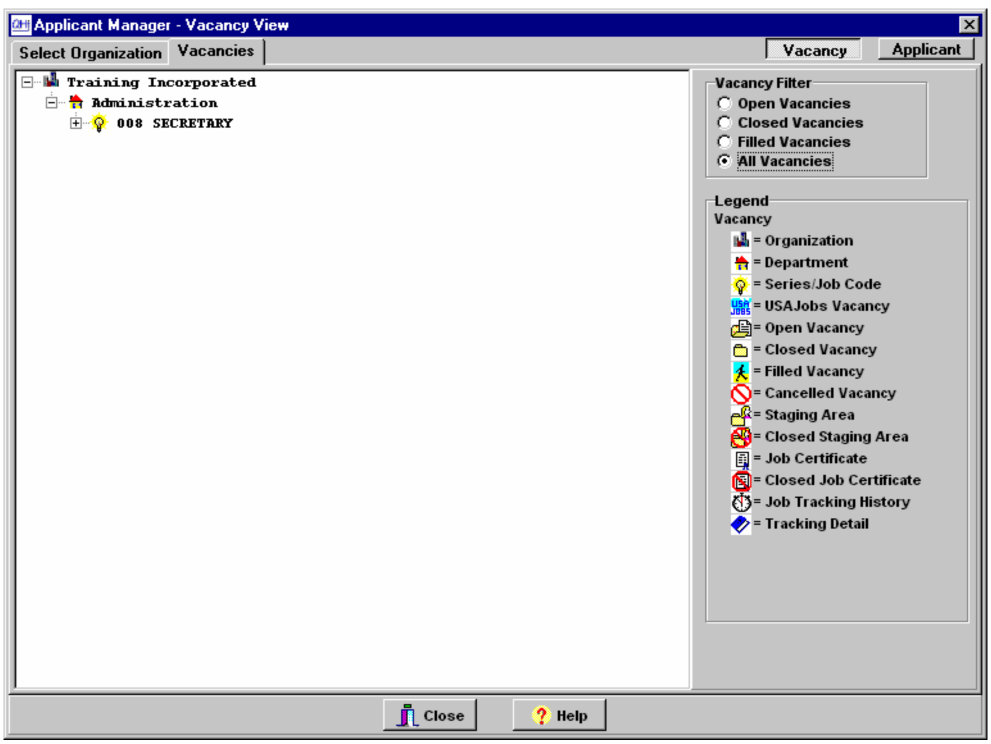


Fig. 8.3 Applicant Manager Organization Selection

8.2.2 Vacancies Tab

The **Vacancies Tab**, **Figure 8.4**, is enabled by selecting an organization (see **Section 8.1**). However, in order to open the window, the user must click on the tab or double click on the desired organization. Once opened, the Vacancies window defaults to a straightforward listing of all vacancies with applicants in the department in the organization chosen. Vacancies are grouped by series/job code and include Staging Areas and Job Certificates that were created (closed or open). Using the Vacancy Filter to the right, the user can choose to display only Open, Closed or Filled Vacancies instead of All Vacancies. The Legend below the filter will provide an explanation of the icons used in the listing.

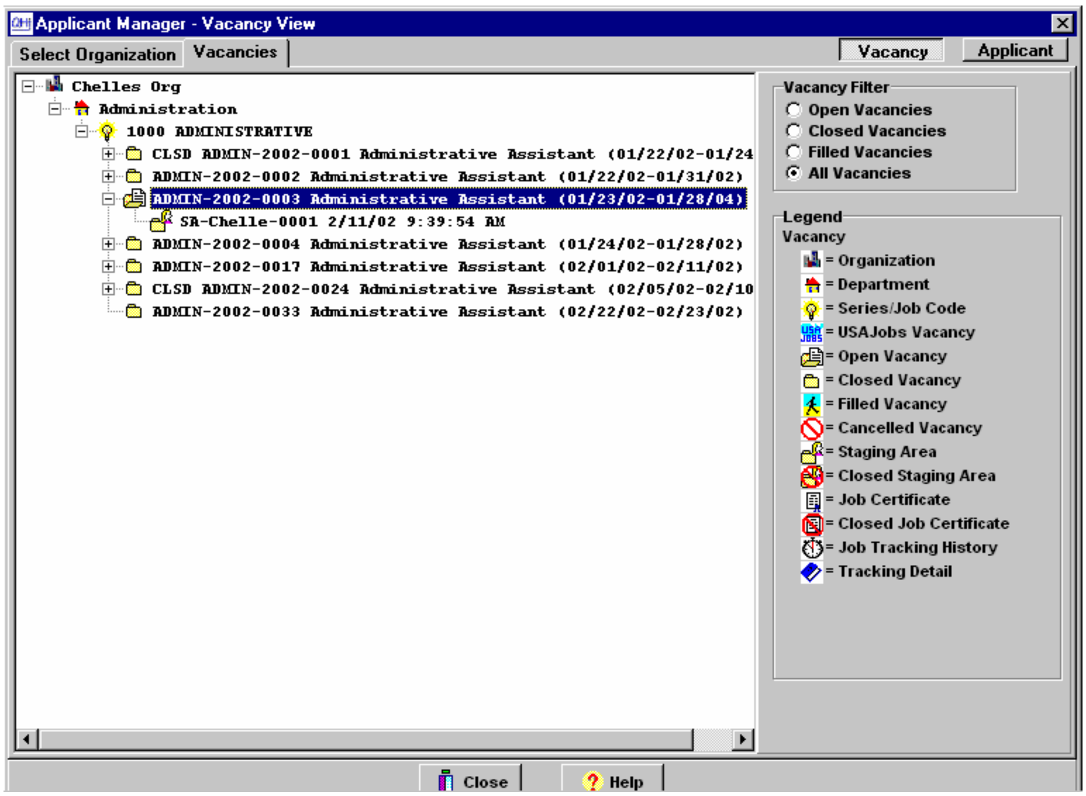


Fig. 8.4 Vacancies Tab

Access this tab by choosing a department in the Select Organization Tab and selecting the Vacancies Tab. Right-click on the Organization, Vacancy, Staging Area or Job Certificate to access a menu of available options for working with data. Select one of the following available functions/options by clicking on it.

8.2.2.1 Vacancies Tab: Organization Option

- **Vacancy Tracking Reports – Vacancy Cost Summary by Organization**
  This report works with categories and defining data entered in the Reference Data tab of Data Administration, mainly during the setup of the system, and is used to review the breakdown of costs for vacancies. This report is similar to the other cost summary reports, except that it is used to track costs incurred that are related to the organization overall. The report displays the type of action undertaken, date, category, and cost, as well as who made the tracking entry. The information is sorted by department, then vacancy and then date of the entry. To run this report, open **Applicant Manager** from the main menu, choose a view option and select **OK**. Choose a department and go to the Vacancies Tab. Select an organization. Right-click on the organization, choose **Vacancy Tracking Reports** and then choose **Vacancy Cost Summary by Organization**. When finished working with the report, click **Close**.

8.2.2.2 Vacancies Tab: Department Option

- **Vacancy Tracking Reports – Vacancy Cost Summary by Department**
  This report works with categories and defining data entered in the Reference Data tab of Data Administration, mainly during the setup of the system, and is used to review the breakdown of costs for vacancies. This report is similar to the other cost summary reports, except that it is used to track costs incurred by all of the vacancies to a department and is sorted by vacancy. The report displays the type of action undertaken, date, category, and cost, as well as who made the tracking entry. This report can be run from the Applicant main menu and from the Report main menu. To run the report via the Applicant Manager, open **Applicant Manager** from the Applicant main menu, choose a view option and select **OK**. Choose a department and go to the Vacancies Tab. Select a department. Right-click and choose **Vacancy Tracking Reports**, then choose **Vacancy Cost Summary by Department**. When finished working with the report, select **Close**. See **Section 9.2.9** for instructions on how to run the report from the Report main menu.

8.2.2.3 Vacancies Tab: Vacancy Options

- **Change Vacancy Status**
  Vacancy Status refers to the stage of a vacancy. The codes used to mark vacancies according to their statuses are maintained in the Vacancy Status sub-tab within the Reference Data tab in the Organization section of Data Administration. These are entered during the implementation of the system based on your organization's input. The Change Vacancy Status option in the Vacancies Tab of Applicant Manager, see **Figure 8.5** below, allows the user to edit a vacancy's status. Even though QuickHire® will automatically change the status of vacancies through approval and closing, the user is responsible for changing the status should the user fill or cancel the vacancy, or even if the user closes the vacancy early.

- **Generate Staging Area**

  A Staging Area gives the user information about all of the applicants to a vacancy as it stands at the point in time that the staging area is created – the staging area is a snapshot at that point in time of the data. It is from the Staging Area that the user can manage applicants, run a final job certificate, and produce a list of best-qualified individuals. See **Section 8.1** for details on generating a staging area. When a staging area is generated, the date and time of generation is displayed next to the listing of the staging area. Every time the staging area is updated afterwards, the date and time of that update is displayed next to the listing of the staging area, replacing the previous date and time.

- **Add Job Tracking Item**

  Codes and cost associations for job tracking are maintained in the Vacancy Tracking sub-tab within the Reference Data tab in the Organization section of Data Administration. The Add Job Tracking Item option in the Vacancies Tab of Applicant Manager, see **Figure 8.5** below, allows the user to add notes, actions or events and their associated costs to a vacancy using the codes in Data Administration. The user can then review a tracking item by selecting it, right-clicking and choosing View Tracking Detail after selecting the View Job Tracking History option or by running one of the cost summary reports.

- **View Job Tracking History**

  As the user adds Job Tracking Items to a vacancy through the Vacancies Tab in Applicant Manager, the Job Tracking Items are added to the job tracking history, see **Figure 8.5** below. The option to View Job Tracking History allows the user to see all job tracking records attached to a vacancy. The user can then view the details of any particular entry by right clicking on the Tracking Item and choosing to view Tracking Detail. Note: The system auto-generates Vacancy Tracking Items when the vacancy is created, updated or if a job certificate is created.

- **Vacancy Tracking Reports – Vacancy Cost Summary**

  The Vacancy Cost Summary Report works with categories and defining data entered in the Reference Data tab of Data Administration, mainly during the setup of the system, and is used to review the breakdown of costs for specific vacancies. This report is similar to the other cost summary reports, except that it is used to track costs incurred that are related to a specific vacancy. The report displays the type of action undertaken, date, category, and cost, as well as who made the tracking entry. To run the report from the Vacancies Tab of Applicant Manager, open **Applicant Manager** from the main menu, chose an **organization** and go to the Vacancies Tab, select a **vacancy**, right-click on the vacancy, choose **Vacancy Tracking Reports**, then choose **Vacancy Cost Summary**, see **Figure 8.5** below. When finished working with the report, click **Close**. The report is also available through the Report main menu. See Section 9.3.10 for instructions on how to run this report from the Report main menu and to see a sample of this report, **Figure 9.26**.

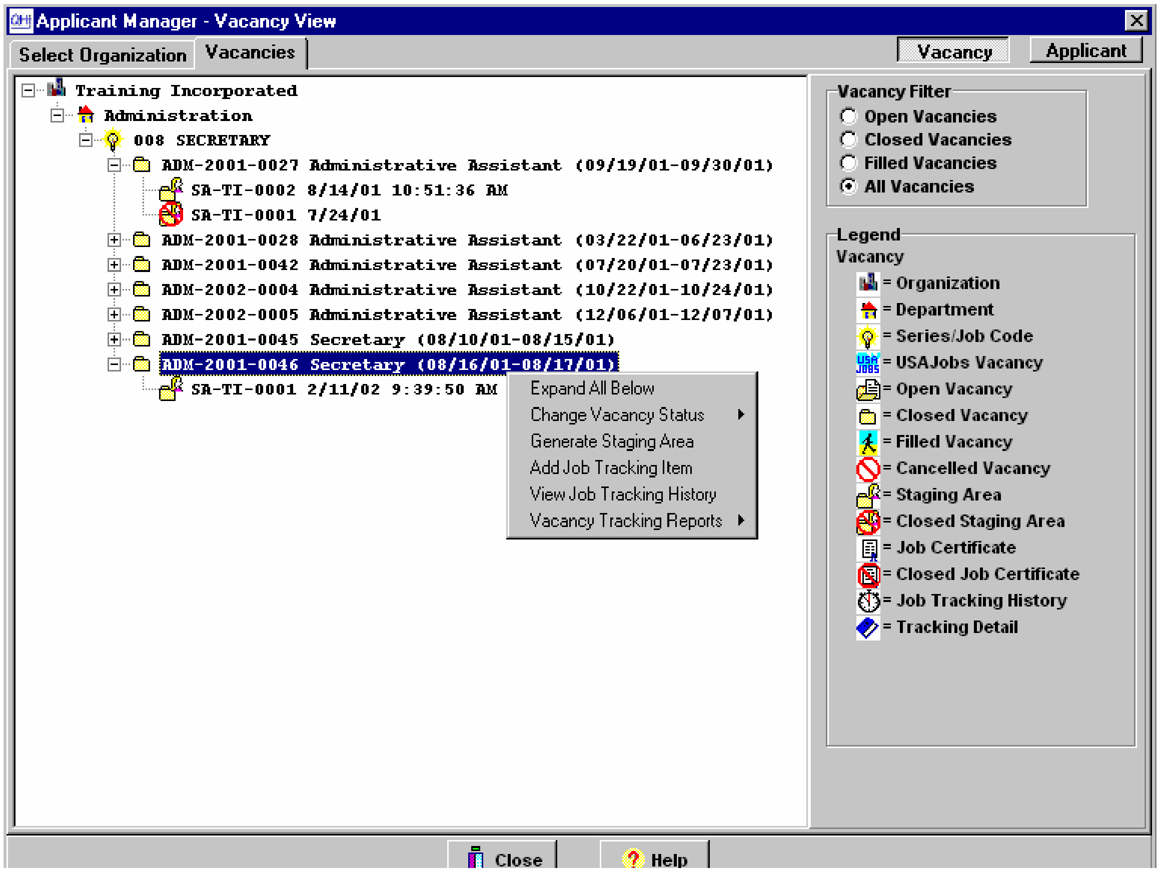


Fig. 8.5 Vacancies Tab – Vacancy Options

8.2.2.4 Vacancies Tab: Staging Area Options

- **Demographic Statistics**
  This option produces a grid displaying raw statistics of responses to demographic questions related to ethnicity and gender. There is no identifying information to tie applicants to the data.

- **Update Staging Area**
  This option (which is only applicable to the users who elect the Standing Registers option – see **Section 4.9**) allows the user to see if any new applicants have applied to a vacancy and if any applicants have updated their applications.

  Note: The user cannot use both Phasing and Standing Registers when creating a Vacancy.

  To access this option, open **Applicant Manager** from the Applicant main menu, choose a view option and select **OK**. Choose a **department** and go to the Vacancies Tab. Select a Vacancy. If no Staging Area exists, right-click on the Vacancy and select **Generate Staging Area**. Once there is a staging area, the user can select the **staging area**, right-click and select **Update Staging Area**. A confirm window will appear showing the number of applicants who have updated their applications and the number of new applicants. It asks if the user would like to update the staging area. Click **Yes** to update the staging area; otherwise, click **No**. If the No button was selected, there are no more steps. If Yes is selected, a window will appear informing the user that the update of the staging area is complete. Click **OK** to complete the process. Note: Every time the staging area is updated, a date and time stamp is displayed next to the listing of the staging area, replacing the previous date and time stamp. If the client chooses the option during implementation to have the staging area automatically updated nightly, then it will be updated nightly; however, the user can update the staging area at any time by right-clicking on this option.

Once an applicant submits the application, it remains active for the period of time specified in Step #8 of the Vacancy Builder (See Section 4.9) when a value for the Applications expire in __ Days box was entered. If the applicant updates any part of their application, then the counter starts over and the application remains active for the full number of days that was previously specified. Once the expiration day arrives, the applicant's status will be automatically changed to Expired and an Expired icon will be shown in the tree view next to the applicant's name and score. If the applicant updates the application after classified as Expired/Inactive, the applicant will become Active again upon submission of the application. See Section 4.9 for more information regarding Expired Applications.

8.2.2.5 Vacancies Tab: Job Certificate Options

- **Extend Expiration Date**

  When Generating a Job Certificate, the user will need to specify an Expiration Date for the job certificate. Once the certificate reaches that date, it will be closed/expired and the user will not be able to work with it to select and hire applicants in the Applicant Hiring View Tab of Applicant Manager. However, the user can extend the expiration date at any point to allow more time to work with a certificate. This option will only be listed for Job Certificates that have already expired. This option will not be listed for Job Certificates that have not expired.

- **Close Certificate**

  The user can Close the Job Certificate by selecting this option. An Add Job Tracking Item window will appear. The user can enter comments in the Additional Information text box and click **OK** to be returned to the Vacancies tab.

- **View Cert Detail**

  Once the user has generated a job certificate in the Vacancies Tab of Applicant Manager, the user can select it at any time to view its details. The View Certificate Detail option will display the applicants selected for the certificate, along with their general information and score for the vacancy questionnaire. The user can also print the certificate from this window.

- **View Cert Criteria**

During the process of generating a job certificate, the user chose criteria by which to run the job certificate. The View Certificate Criteria option in the Vacancies Tab of Applicant Manager is a quick way to find out the grade, location and other specifications used for a particular certificate. This is especially helpful when the user has created multiple job certificates.

When the user selects this option, an Information window appears. There are two buttons in the window, see **Figure 8.6** below, which will display any user defined filter or mined criteria information that was used in creating the Job Certificate. They are the “View Filter Criteria” button and the “View Mining Criteria” button. See **Section 8.2.3** for information regarding the User Defined Filter and Mine Applicants features. These features allow the user to narrow the list of applicants showing in the Staging Area list. From this ‘filtered’ and/or ‘mined’ list, the user can create a Certificate. The filtered and mined criteria are reflected here in the View Cert Criteria by clicking on these two buttons. If no user defined filter or mining criteria has been used in generating the Job Certificate, these two buttons will be grayed out and disabled.

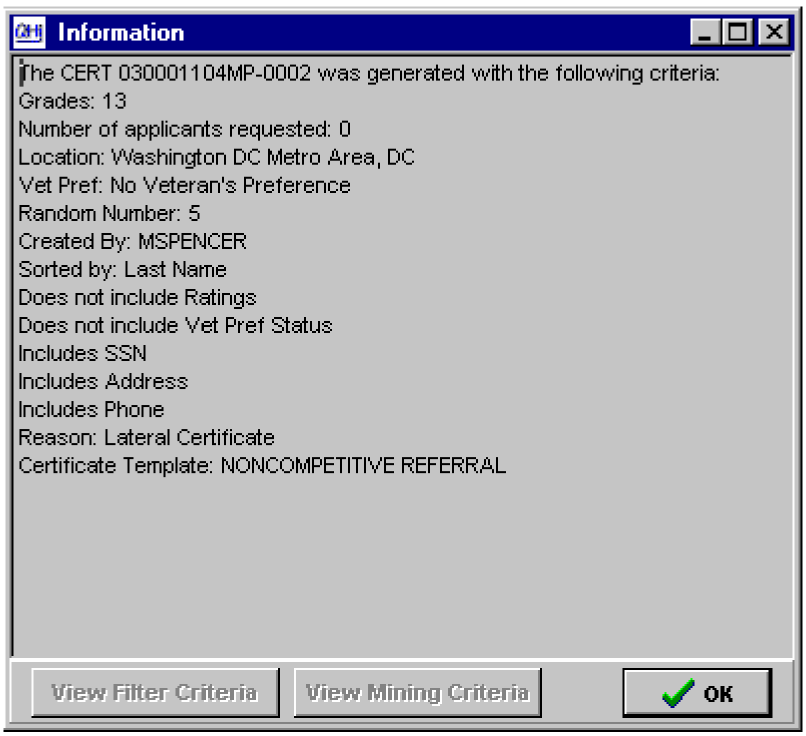


Figure 8.6 View Cert Criteria Information window

When users select the **View Filter Criteria** button, they will be taken to the “Filter Information” window, **Figure 8.7**, where they can view the filter field, operator and filter values. This window will not be editable. All buttons will be grayed out except the OK button. When finished viewing the window, the user will click on the **OK** button to return to the View Cert Criteria Information window.

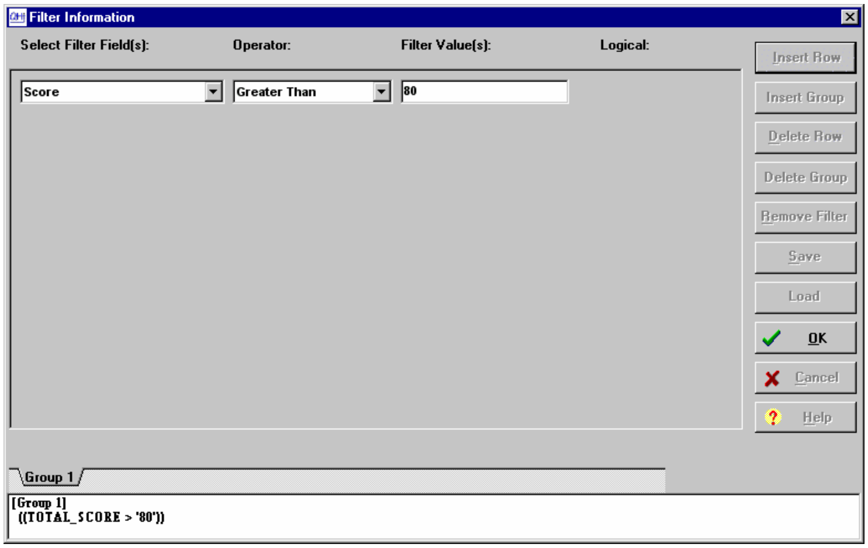


Figure 8.7 View Filter Criteria button – Filter Information window

When users select the **View Mining Criteria** button, a pop-up window titled "Data Mining Criteria" will appear (see **Figure 8.8** below) that will show the same white box that shows in step #3 of the Data Mining Wizard, which displays the results of the data mining. This window will not be editable. When finished viewing the window, the user will click on the **OK** button to return to the View Cert Criteria Information window.

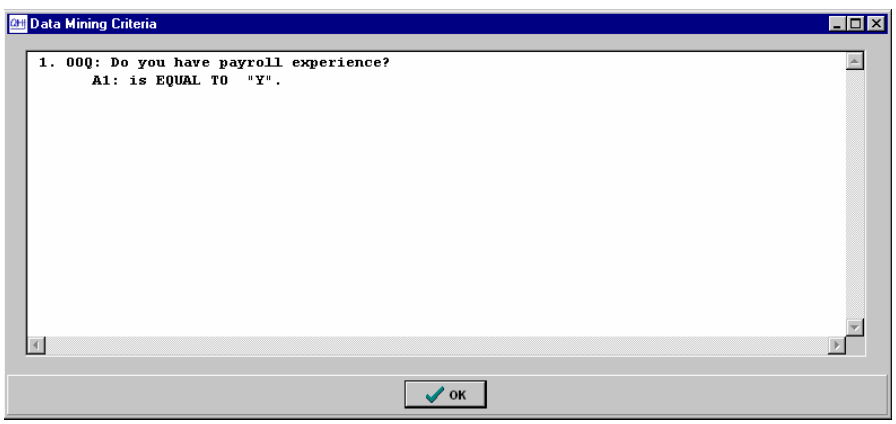


Figure 8.8 View Mining Criteria button – Data Mining Criteria window

To work with the applicants to a vacancy, select the vacancy, staging area or job certificate to enable the Applicant Hiring View Tab. Select the **Applicant Hiring View Tab**.

8.2.3 Applicant Hiring View Tab

When the user selects a vacancy, the **Applicant Hiring View Tab**, **Figure 8.9**, becomes enabled. The Applicant Hiring View Tab also becomes enabled if a staging area or job certificate has been created for a vacancy from the Vacancies Tab in

Applicant Manager and the user selects the staging area or job certificate. However, the Applicant Hiring View Tab can only be accessed via a staging area or a Job Certificate once a staging area has been generated. Selecting a vacancy will not enable the Applicant Hiring View Tab once a staging area has been created. The Applicant Hiring View Tab lists all applicants to a job, regardless of their eligibility or status. If an applicant has been screened out, the user will also be able to view the reason by double clicking on the name of the applicant. Additionally, some options for generating and disseminating information are available by right clicking on either the vacancy or its applicants. Applicants are grouped by the grade to which they applied, and could appear under more than one if they applied to multiple grades. This tab only pertains to open and closed vacancies. The users options in this tab depend on what the user selected in the Vacancies Tab to arrive here (i.e., vacancy, staging area, or job certificate) and the status of that selection. For example, at the certificate level, the Sorting Options and Veteran Preference Options are not available.

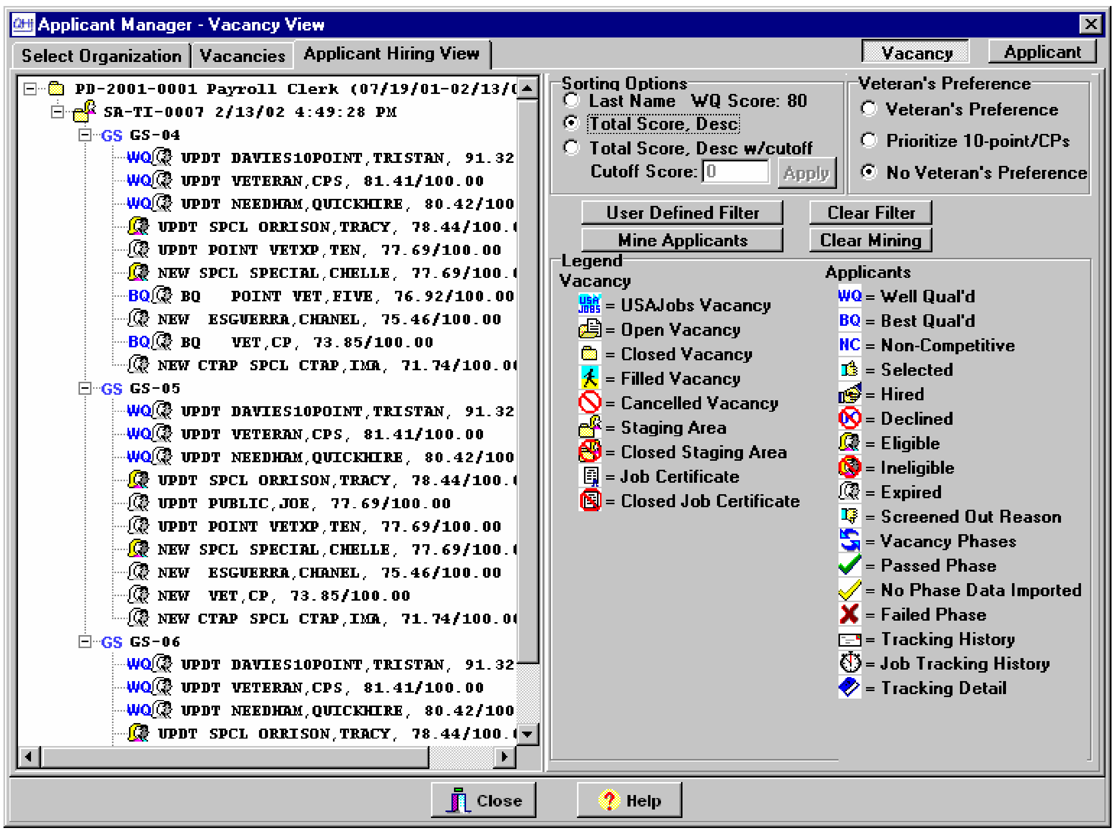


Fig. 8.9 Applicant Hiring View Tab

When a job closes, a staging area is automatically generated. A staging area is a snapshot in time of a vacancy's applicants. If one is generated prior to the closing date of the vacancy, the user may not have a complete and accurate list of applicants and it will not be updated with changes. In this case, if the user accessed the Applicant Hiring View Tab via a staging area, the user may not be working with an updated list of applicants.

The Applicant Hiring View tab has four options that allow the user to alter how the list of applicants is viewed. The user can set Sorting Options, Veterans Preference, use the User Defined Filter or use the Mine Applicants feature.

1. The first option for altering how the list of applicants is viewed in the Applicant Hiring View tab is to sort by the "Sorting Options" radio buttons. By default, the list of applicants for each vacancy is sorted by score in descending order (Score, Desc). The other options are to sort alphabetically by last name and to sort by Score, Desc w/ cutoff, which is by score in descending order but listing only those individuals who scored at or above the cutoff figure. Choosing the latter Sort Option will activate the cutoff score field. The user would then enter the cutoff and select **Apply**. Whichever sort option is chosen will be displayed in the title bar of the window.

   The Well Qualified Score field allows users to set a standard score by which applicants are judged. Meeting or exceeding this score gives applicants the label of being well qualified for the vacancy. The Well Qualified Score is established in Step #8 of the Vacancy Builder. The Well Qualified Score can be written in three different ways:

   1. 0.85, which means 85%
   2. 85, which means greater than or equal to 84.5
   3. 85.0, which means exactly 85

2. The second option for altering how the list of applicants is viewed in the Applicant Hiring View tab is to factor in points for Veterans Preference. By default, the 'No Veteran's Preference' option is selected. This displays a list of all applicants with no veteran's preference point applied. Select either 'Veterans Preference' or 'Prioritize 10-point CPs', if desired. In addition, the user could make selections under the User Defined Filter, thus using the status of the applicants as a way to possibly narrow the list that will be displayed. Making any of these option and filter selections will automatically change the list on the left-hand side to reflect the choice.

3. The third option for altering how the list of applicants are viewed in the Applicant Hiring View tab is the User Defined Filter. The User Defined Filter allows the user to specify certain requirements to narrow down the list of applicants in the tab. Clicking on the **User Defined Filter** button will bring up the following window, **Figure 8.10** below. The list of applicants can be filtered based on fields such as Last Name, Priority Eligibility Status, System and Custom Applicant Statuses.

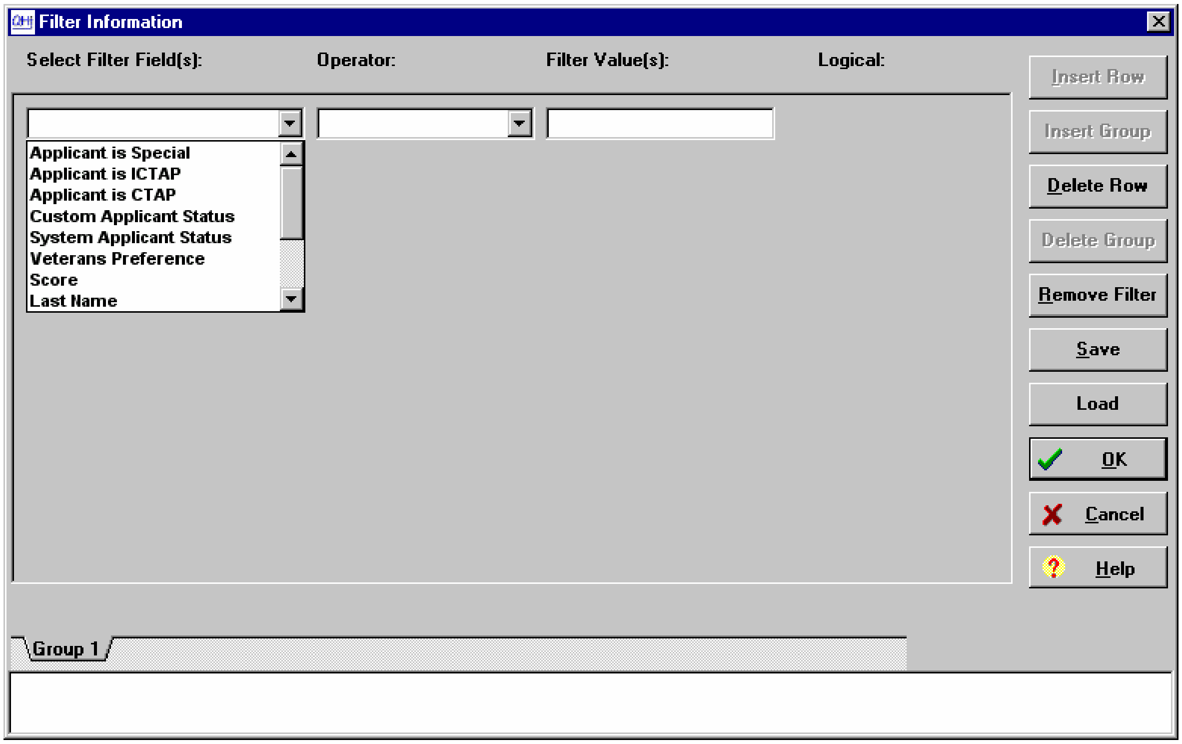


Fig. 8.10 User Defined Filter

To Set the User Defined Filter, the user should select a field by which to filter in the Select Filter Field(s) box, then choose an operator and enter a value in the Filter Value box. To set multiple criteria, the user should select the **Insert Row** button, enter a logical operator such as "and" or "or" to relate the rows/criteria and again, select a Filter Field, Operator and Filter Value. The user should select **OK** when finished to apply the filter. To remove the filter, the user should select the **Clear Filter** button to the right of the User Defined Filter button. Notice, the complete original list of applicants will appear in the Applicant Hiring View tab after clearing the User Defined Filter.

If the user selects "Applicant is Special", "Applicant is ICTAP" or "Applicant is CTAP" as the Filter Field, the Operator will default to "Equals" and will be grayed out. Examples of Special Appointing Authorities include Veterans' Readjustment Appointment (VRA), Student Educational Employment Program, Special appointment of mentally retarded persons, and Agency-specific excepted appointment authorities. A Filter Value can be selected from the pop-up window, which appears with the choices when the ellipse button is clicked, **Figure 8.11** below. Selecting "**No**" as the validity value will not list any applicant that has the selected Priority Eligibility Status. Selecting "**Yes**" as the validity value will list all applicants that selected the Priority Eligibility Status. Clicking **OK** will return the user to the Filter Information window, **Figure 8.10** above.

In the Filter Information window, **Figure 8.10** above, clicking the **Remove Filter** button will remove all of the User Defined Filters that were created. Clicking the **Delete Row** button will remove the selected row. Clicking the **OK** button will save the Filter and return the user to the Applicant Hiring View tab.

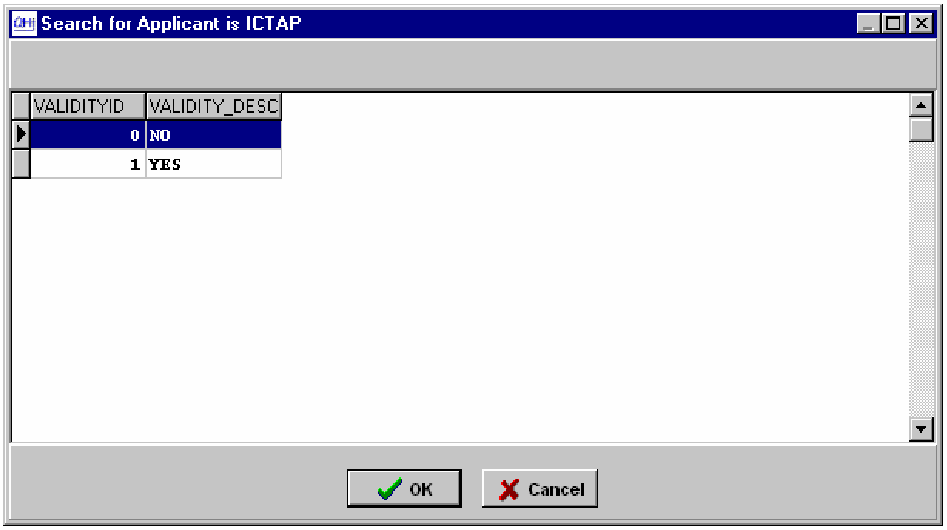


Fig. 8.11 User Defined Filter – Selecting Filter Value

In regards to generating Job Certificates, when a User Defined Filter button is applied/activated, any job certificates that are generated will be generated based on the criteria defined in the User Defined Filter. Users will see a text flag, "Filter Applied," to the right of the User Defined Filter button when a filter has been applied. In addition, the User Defined Filter works with the "Mine Applicants" feature (see the "Mining Applicants in Applicant Hiring View Tab" section for more information) in that both features will help users narrow down the list of applicants based on certain specified criteria. These two features can be used in any order; the results set will be the same regardless of whether the user uses the User Defined Filter or the Mine Applicants feature first. The Job Certificate will be generated from the list of applicants showing in the Applicant Hiring View tab. See the section titled "Generate Final Job Certificate" in **Section 8.2.3.2** below for details on how to generate the Job Certificate.

4. The fourth and last option for altering how the list of applicants are viewed in the Applicant Hiring View tab is to use the Mine Applicants button. The Mine Applicants button in the Applicant Hiring View tab is located below the User Defined Filter button. The Mine Applicants button allows the user to mine applicants via the Data Mining function. The user clicks on the **Mine Applicants** button. This Mine Applicants button will bring users to the Data Mining Tool - Step #1 of the Data Mining Wizard will appear. See the Data Mining Tool **Section 10.6** for more information on this functionality. This button will allow users to generate a list of applicants who meet criteria based on their question responses to vacancy or core questions. The user can access Data Mining through the Applicant Manager. User navigates Data Mining Tool and clicks **Close**. When Data Mining has been completed, users will see a pop-up window, **Figure 8.12** below, confirming "Would you like to transfer the results from Data Mining to Applicant Manager?"

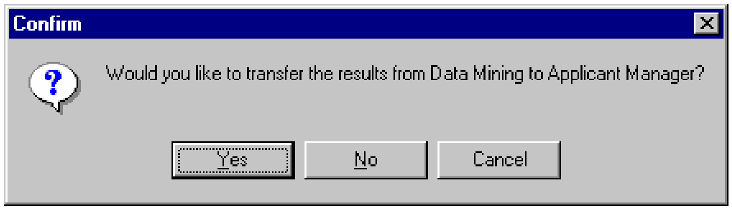


Figure 8.12 Confirm Window

If the user answers **Yes**, then the list of applicants that appears in the Applicant Hiring View tab will be narrowed down based on the data mining results. If the user answers **No**, then there will be no change in the list. The user clicks **Yes** or **No** and is returned to the Applicant Hiring View tab. In the Applicant Hiring View tab, the Mine Applicants button will appear clicked on if it is activated.

To the right of the new Mine Applicants button, users will see a Clear Mining button, which will allow the user to clear the definitions created via the Mine Applicants button. Upon clicking the **Clear Mining** button, the list of applicants in the Applicant Hiring View tab window will include ALL applicants that were originally listed before the data mining feature was activated.

Users will be able to generate a Job Certificate from the Applicant Hiring View Tab with the Mined Applicant criteria. Users who need to generate a Job Certificate with the Mined Applicant Criteria must have the Data Mining Permission. See the section titled "Generate Final Job Certificate" in **Section 8.2.3.2** below for details on how to generate the Job Certificate.

To access more features in the Applicant Hiring View Tab, choose a vacancy, its staging area or job certificate in the Vacancies Tab and select the **Applicant Hiring View Tab**. Right-click on the vacancy, staging area, grade or applicant to access a menu of available options for working with data. Select one of the following available functions below (includes Department Options, Staging Area options, Grade Options, and Applicant Options) by clicking on it. Select **Close** when finished in the Applicant Manager window.

8.2.3.1 Applicant Hiring View Tab: Vacancy Options

By right-clicking on a vacancy while in the Applicant Hiring View Tab and selecting **Vacancy Reports**, a list of options appears in a submenu. The options include: Vacancy Score Report, Ineligible Applicant, All Core Questions, View All Resumes, Applicant Listing and Mandatories Not Answered. Each option will be described in detail below.

- **Vacancy Score Report**
  The Vacancy Score Report is one of the Applicant Reports available through the Applicant Hiring View Tab of Applicant Manager. The report provides the user with the ability to generate a synopsis of the scores of all individuals who applied for a vacancy. In addition to the applicants' names, SSN and scores, the report displays the highest possible score at the top of the report. This report which is also known as the Applicant Score Review Report can also be run from the

Report main menu (see Section 9.1.5).

- **Ineligible Applicant**

  The Ineligible Applicant Report is one of the Applicant Reports available through the Applicant Hiring View Tab of Applicant Manager. This report, which is sorted by grade, lists the applicants that were screened out for the selected vacancy or determined ineligible after they have applied for a vacancy, their SSN and the reason they were deemed ineligible. It can also be run from the Report main menu (see **Section 9.1.4**).

- **All Core Questions**

  The All Core Questions Report, **Figure 8.13**, displays a report for each applicant and his or her response to the Core Questions. The Core Questions are those questions that every applicant must answer when registering to apply for a vacancy. The Core Questions are a set of questions that may not directly relate to a particular position, but rather are designed to gain insight into an applicant's background and/or employment history. This set of questions is answered as part of the initial registration process prior to actually answering the Vacancy questions. Although these questions are answered as part of an applicant registering online to apply to openings and are not tied to any particular vacancy, this report is run for all applicants in a vacancy or staging area from the Applicant Hiring View Tab of Applicant Manager.

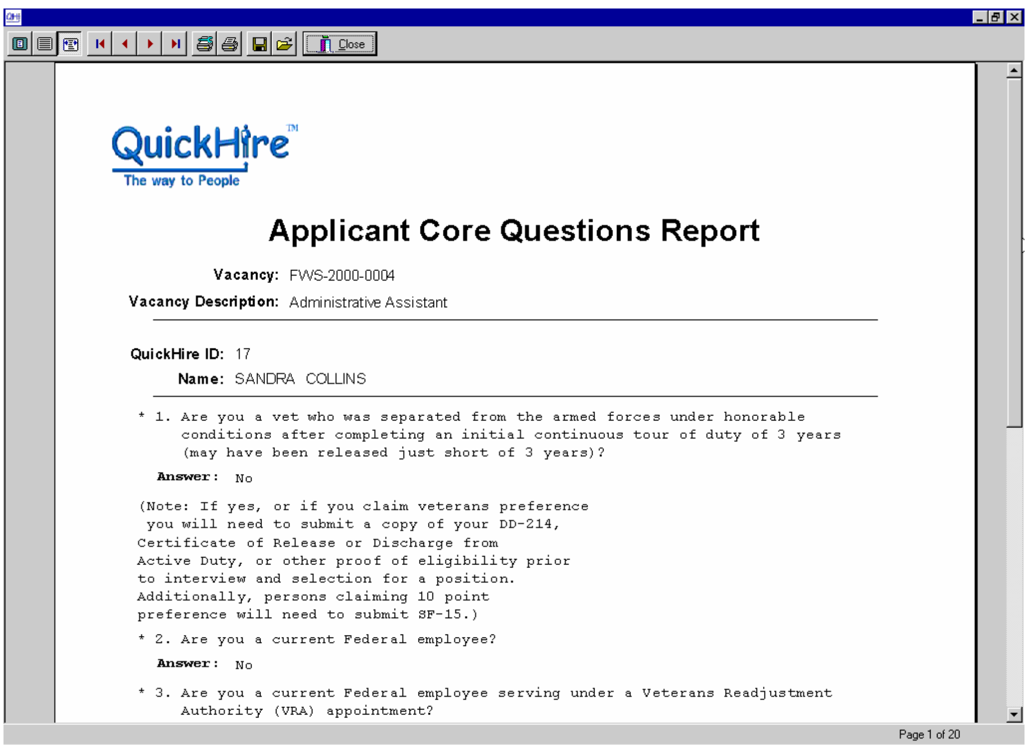


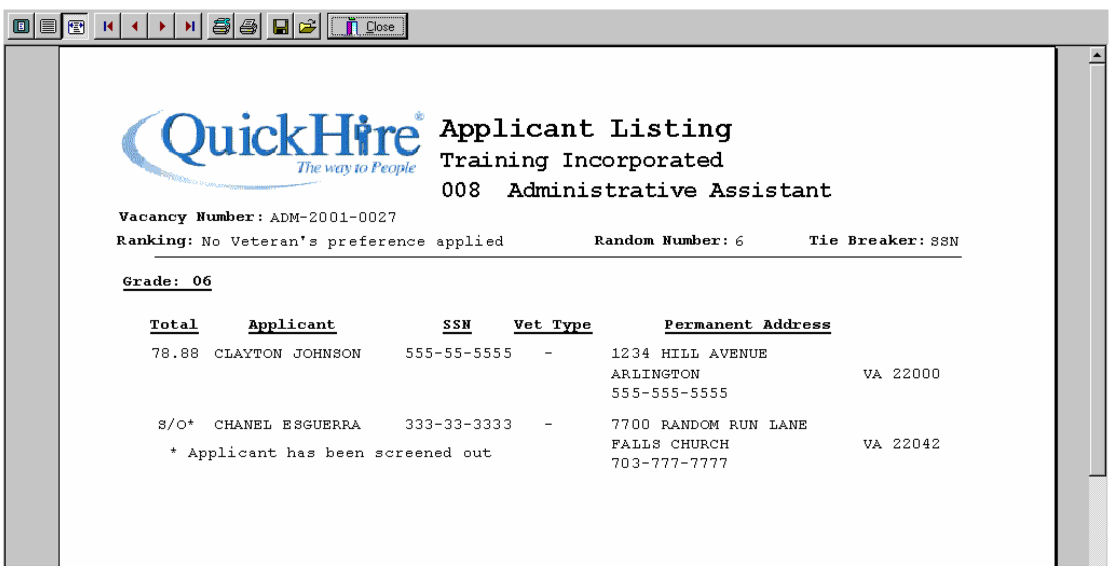
Fig. 8.13 View All Core Questions

- **View All Resumes**

In addition to completing the online application for a vacancy, applicants can attach an electronic resume. These resumes can be viewed here in the Applicant Manager by selecting this option. When this option is selected, a View Resume Criteria window will appear asking the user if they want to view all applicants who (1) have applied to this vacancy or (2) are currently visible in the display. This option allows the user to view and/or print resumes for all applicants who have applied to the vacancy or for all applicants currently in the list, which may have been narrowed down by filtering, data mining and/or by defining cut off scores. The report will have a row of VCR buttons at the top of the window to choose view preferences; move from page to page; and print, save or open a QuickHire® report. When finished viewing the resumes, select **Close** to return to the Applicant Hiring View Tab. Additionally, see Section 11.2 for a discussion of searching the resumes.

- **Applicant Listing**

  The Applicant Listing Report, **Figure 8.14** below, broken down into the grades to which applicants applied, lists each applicant's name with their score, SSN, veteran type if applicable, and address. This report also contains the random number for the vacancy and tie breaker, refer to **Section 4.8**. Before the report appears, the user will have the option to sort the report by Score (Descending) or Alphabetically (by Last Name).



Close

QuickHire The way to People

Applicant Listing
Training Incorporated
008 Administrative Assistant

Vacancy Number: ADM-2001-0027
Ranking: No Veteran's preference applied **Random Number:** 6 **Tie Breaker:** SSN

Grade: 06

Total	Applicant	SSN	Vet Type	Permanent Address	
78.88	CLAYTON JOHNSON	555-55-5555	-	1234 HILL AVENUE ARLINGTON 555-555-5555	VA 22000
S/O*	CHANEL ESGUERRA * Applicant has been screened out	333-33-3333	-	7700 RANDOM RUN LANE FALLS CHURCH 703-777-7777	VA 22042

Fig. 8.14 Applicant Listing

- **Mandatories Not Answered**

  This option shows all Mandatory Questions that were not answered. If there is no data for this report, users will see a window stating, "All applicants have answered the mandatory questions for this vacancy."

- **Incomplete Applications**

  This option shows all applicants with Incomplete Applications. If there are no applicants with incomplete applications, this option will not be available. This report is similar to the Applicant Assessment Report (see **Figure 8.41)**. The report lists the vacancy number and description, the applicant's name and ID number, Vet Preference, the location(s) and grade(s) the applicant applied for, the applicant's resume, and the applicant's set of answers to the vacancy questions.

8.2.3.2 Applicant Hiring View Tab: Staging Area Options

By right-clicking on a staging area while in the Applicant Hiring View Tab, a list of options pops up. These include: Email Applicants, Correspond with Applicants, Change Applicants' Statuses, Notify Hiring Manager, Notify Selecting Official, Staging Area Reports, Reset All Applicant Statuses and Generate Final Job Certificate. Each option will be described in detail below.

Note: Accessing the applicant list from a closed staging area limits the available functionality both at the staging area level and the at applicant level in the Applicant Hiring View Tab. From a closed staging area, the user cannot make changes to an applicant's record; the user can only review vacancy and applicant data, in addition to generating reports.

- **Email Applicants**

  This feature allows users to email all applicants to a vacancy simultaneously. Even though only one email is being created, each applicant gets a personalized email, so they will not see the names of all of the other applicants in the "To" field. See **Section 8.2.3.4** for information on emailing individual applicants.

  When the **Email Applicants** option is selected, the Applicant Email List Selection window opens. This window is divided into two sections, the Source List and the Destination List, see **Figure 8.15**.

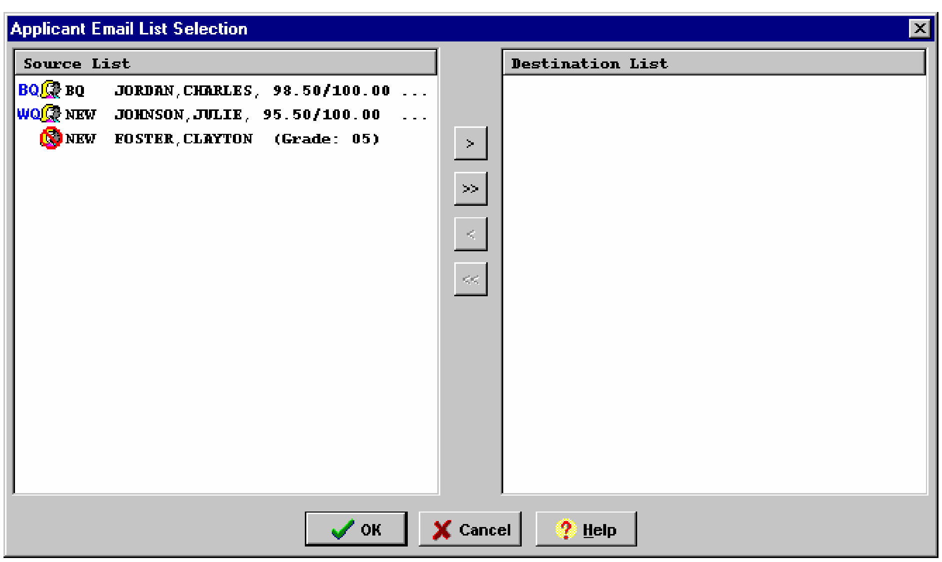


Fig. 8.15 Email List Selection

The Source List contains all the applicants who appear in the tree view. From this window, the user can select which applicants to correspond with. To add a single applicant, select the applicant and click the right arrow button. To add all the applicants, click the double right arrow button. Added applicants will appear in the Destination List. Clicking **OK** will open the **QuickHire® Correspondence** window, **Figure 8.16**. In this window, the **To** field will appear as a merge field unless there is only one applicant for the position. When sent, QuickHire® Correspondence will insert the address of each individual. The **Message** field has a right-click menu of options to make writing the message easier. Options include **Use Email Template**, **Save as Email Template** and inserting **Applicant Information**, **Org./Dept. Information**, **Vacancy Information and Certificate Information**.

The Applicant Information fields include:

- Insert Applicant Address
- Insert Applicant First Name
- Insert Applicant Last Name
- Insert Screen Out/Ineligible Reasons
- Insert Applicant SSN
- Insert Vet Pref Eligibility – When this option is selected, the merge field will be displayed as <Vet Pref Eligibility> in the template. The merge field will be replaced by either the word “Eligible” or “Ineligible”, depending on whether the Veteran is eligible for veterans preference points. Refer to All Applicant Data in the Staging Area to determine whether an applicant has vet preference. Vet preference is tied to 6 radio buttons related to Military Service and Veterans Preference found in the web application.
    1. Not a veteran.
    2. 30 percent of more compensably disabled veteran
    3. 10-point compensable veteran.
    4. Other 10-point veteran.
    5. 5-point veteran.
    6. Had active duty or reserve service which does not meet any of the above.

    Options 2-5 indicate vet preference points, which would result in the merge field being replaced by “Eligible.” Option 1 & 6 indicate no vet preference points, which would result in the merge field being replaced by “Ineligible.”
- Insert Score for Grade - <Score for Grade> will replace this merge field in the template. The merge field will be replaced by the applicant’s score for a specific grade and the grade itself. It will be replaced with “X for grade y,” where X is the score and Y is the grade.

The Org./Dept. Information fields include:

- Insert Organization Name
- Insert Department Name
- Insert Organization Address
- Insert Department Address
- Insert Department POC Name

- Insert Department POC Email
- Insert Organization POC Name
- Insert Organization POC Email

The Vacancy Information fields include:

- Insert Vacancy Name
- Insert Vacancy Number
- Insert Job Code
- Insert Vacancy Open Date
- Insert Vacancy Close Date
- Insert Vacancy Salary
- Insert Vacancy Information
- Insert Selecting Official
- Insert Vacancy HR Manager
- Insert Vacancy Locations – A comma-delimited list of all the locations available for the vacancy will replace this field. This will work for vacancies with and without MALO question types.
- Insert Vacancy Grades – Each applicant email will have the Grade field replaced with the Grade of the applicant chosen on the picklist window. Therefore, the applicant can receive multiple emails, one for each grade selected. For tracking purposes, an applicant job history record will be created only for the grades for which an email was sent to an applicant. If the template does not contain this field, then all applicants will only receive one email regardless of whether they were chosen at multiple grades. For tracking purposes, a record will be added to each grade saying that the email was sent to the applicant.
- Insert Area of Consideration – The following data will replace this merge field when the DIN Message is sent: "Public" if the Public radio button is selected, "Status (Government Wide)" if the Status radio button is selected, and "Internal (Internal to Agency" if the Internal radio button is selected.
- Insert Job URL Link – The direct link to the QuickHire job will replace the merge field when the DIN Message is sent.

The Certificate Information fields include:

- Insert Certificate Number - System generated certificate number.
- Insert Certificate Locations – If this tag is used for an email sent for a certificate, then the certificate location will replace this field. If the email is not for a certificate, this field will have no value so that it is not sent to the applicant.

Enter the appropriate information.

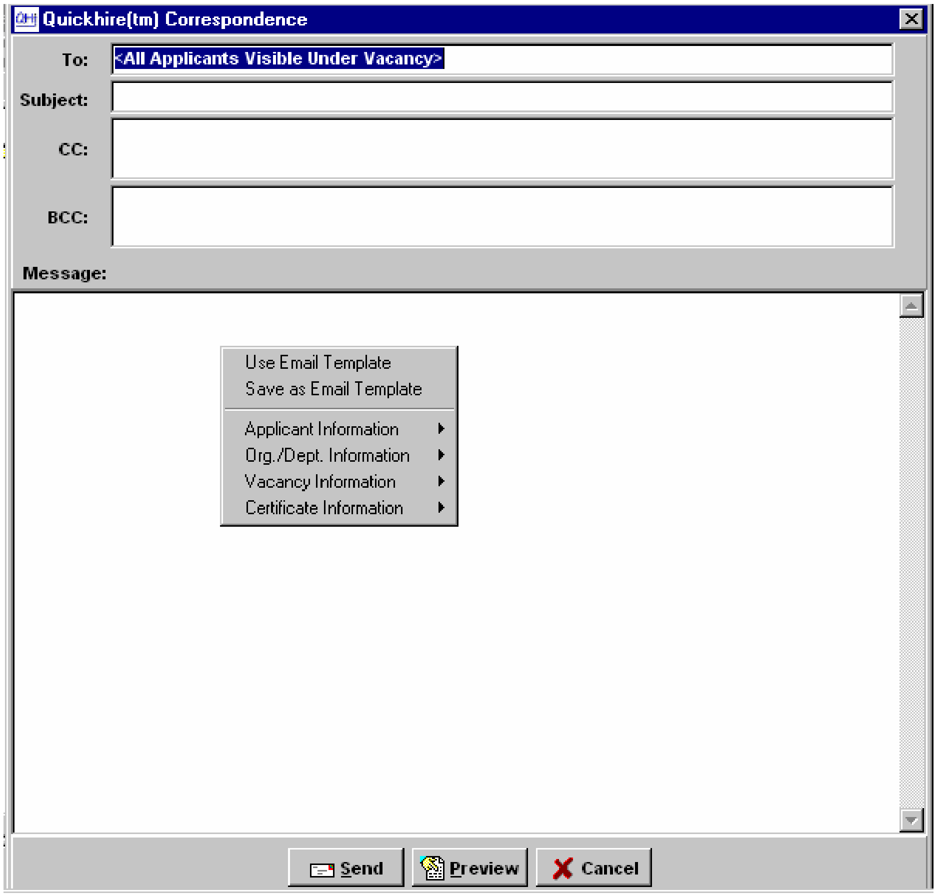


Fig. 8.16 QuickHire® Correspondence

When finished, a completed message can be reviewed by selecting the **Preview** button from the QuickHire® Correspondence window. When finished, click **OK** and then **Send**. The message has then been sent, and an Information pop up window, **Figure 8.17**, will appear to confirm this action. Click **OK** and the Applicant Manager window remains open. Select **Close** when finished.

Fig. 8.17 Email Sent Confirmation

To see a list of Correspondence Templates or to create, copy, edit or delete one, select **Use Email Template** from the right-click menu in the message area of the Correspondence window to open the Correspondence Templates window, **Figure 8.18**.

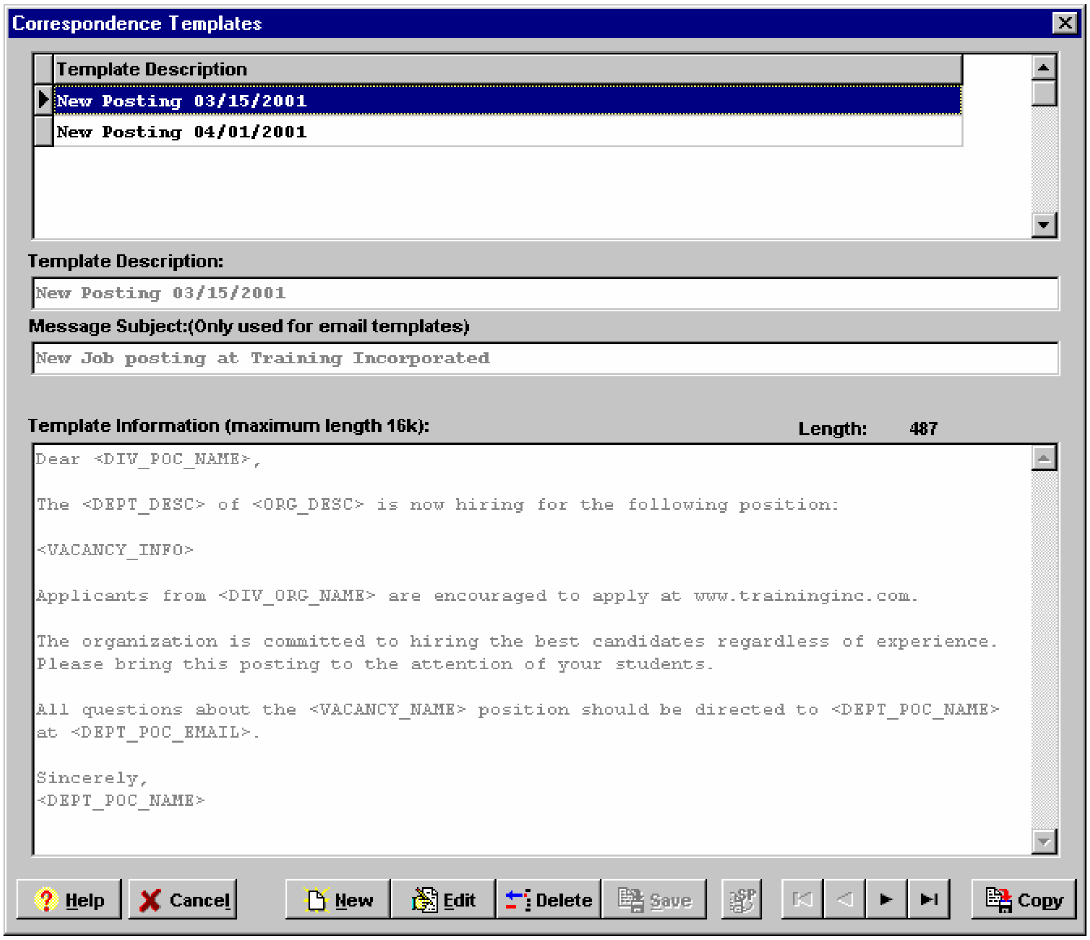


Fig. 8.18 Correspondence Templates

The list of correspondence templates that have been saved appears at the top under **Template Description**. Note, when a correspondence template is created, it is not tied to a specific vacancy. All templates are available to all users of the system. Select a template description and click **Copy** to add it to the email. If creating a new email template, click **New** and once it has been completed, it can be saved for later use by selecting **Save as Template**. Enter a Description and select **Save**. The **Edit** button can be used to make changes to a saved template. The **Delete** button is used to delete the template. The **Spell Check** button to the right of the Save button, is another feature available in the correspondence template window.

Correspondence Templates can also be accessed from the Vacancy menu. From the Vacancy main menu, select **Email Correspondence Templates**. Doing so will trigger the Organization Selection window. Select an **organization** in order to see the list of saved Email Templates and click **OK**. This will bring up a blank Correspondence Templates window like the one above, **Figure 8.18**. Right click on the Templates Information window for options to create the new template and follow the steps in the paragraph above.

- **Correspond with Applicants**

This tool is helpful if the user would like to create paper-based correspondence for applicants, even though the user can also send an email from this tool. The user can either correspond with a single applicant or all of the applicants within a vacancy. This feature can only be used with previously created Email Templates; the user cannot create a new message through it. One way to use it is to first Email Applicants and save the message as an email template, then use the Correspond option to print the message.

All of the email templates currently in the system are listed in the top section of the window. This option allows the user to select a Template Description, review the message and to print and/or send out any of the correspondence emails in the Template list.

If the selected applicant has an email address, the email address is displayed in the Email Address box located near the top of the window. The user can then email and/or print the message. If the applicant does not have an email address, then the Send button is grayed out, and the user only has a print option.

- **Change Applicants' Statuses**

  This option allows the user to manually change the status for an individual applicant or for all of the applicants to a vacancy simultaneously. The user can also change the status of each applicant individually (see "Change Applicant Status"). A list of custom statuses will appear when the user chooses Change Applicants' Statuses. These are the custom statuses that were set up in Reference Data in the Data Administration Module (see **Section 10.1.6**). The general system statuses are as follows: Eligible, Well Qualified, Best Qualified, Under Consideration and Hired.

  As applicants move through the hiring process and their applications are reviewed, their statuses will change. Some status changes are done automatically. For example, if an applicant is screened out based on criteria set while creating a vacancy, they are automatically made ineligible. If the user sets a well-qualified score while creating a vacancy and applicants meet or surpass that score, they will be marked as Well Qualified. In order for an applicant to appear on a job certificate, the applicant must have the status of BQ.

  If the user has Selecting Official permission and chose the view option Selecting Official or HR Manager Admin, the user can mark applicants that have been selected in this tab. If the user has the permission Designate as Best Qualified and chose the view option Best Qualified Designator or HR Manager Admin, the user can mark applicants that have been designated as Best Qualified in this tab. The user can also mark ineligible applicants in this tab, and so on, depending on the available statuses. If the user chooses to make an applicant Ineligible, an Add Applicant Job Tracking Item window will appear. Here the user can specify why the applicant is ineligible (can insert up to 500 characters). If the user chooses any other option, a pop up window will appear asking, "Do you want to specify a reason for changing the applicant status?" If the user selects Yes, the

Add Applicant Job Tracking Item window will appear (See the "Add Applicant Job Tracking Item" sections in Chapter 8 and Chapter 14 if "Show Vacancy and Applicant Public Statuses" was checked in Step #7 of the Vacancy Edit Wizard.). The user can specify details regarding the change in status. If the user selects No, the change is made and the new status appears next to the name of the applicant. The user is not given the option to add an Applicant Job Tracking Item.

- **Notify Hiring Manager**

  This option is not always selectable, depending on the circumstances of the staging area. The option allows the user to send the Hiring Manager (individual designated as HR Manager in Step #8 of the Vacancy Builder) an email correspondence, **Figure 8.19**, informing the manager of the vacancy status at any given time. Once the Best Qualified applicants have been chosen and the list of selected applicants has been created, the user can notify the Hiring Manager to review the list. It is not always the case that the same individual does the selecting and the hiring. As such, Notify Hiring Manager in the Applicant Hiring View Tab of Applicant Manager allows the user to let the hiring manager know that the list is ready for his or her review.

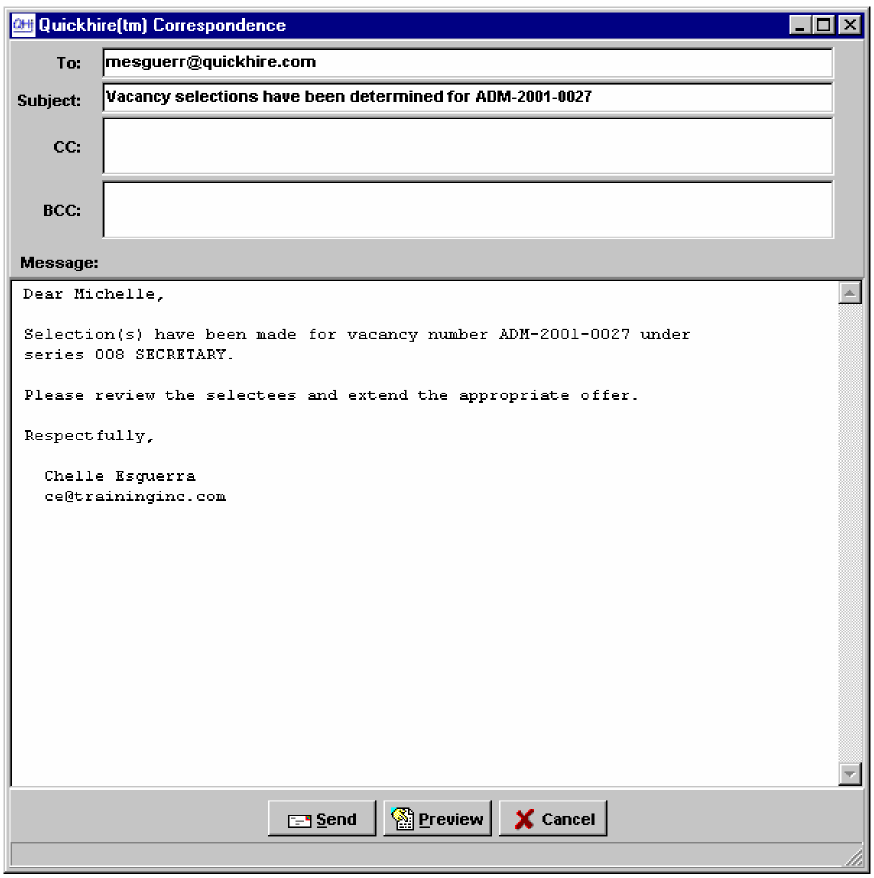


Fig. 8.19 Correspondence

- **Notify Selecting Official**

This option is not always selectable, depending on the circumstances of the staging area. The option, **Figure 8.20**, gives the user the ability to notify the Selecting Official of the Best Qualified applicants. If the individual designating applicants as the Best Qualified is not the same individual as the Selecting Official, then the function **Notify Selecting Official** in the Applicant Hiring View Tab of Applicant Manager is an easy way to let that individual know that the applicant pool has been narrowed down. The Selecting Official makes his or her selection from the list of Best Qualified individuals. The Selecting Official will review the list, but will not see the score for any of the applicants.

The email address of the individual chosen as the Selecting Official for that vacancy will already be entered (was entered in Vacancy Edit Wizard Step #8). The subject may inform the recipient that the Best Qualified individuals have been chosen for the vacancy listed. The message, already personalized, conveys the same information as the subject but in more detail.

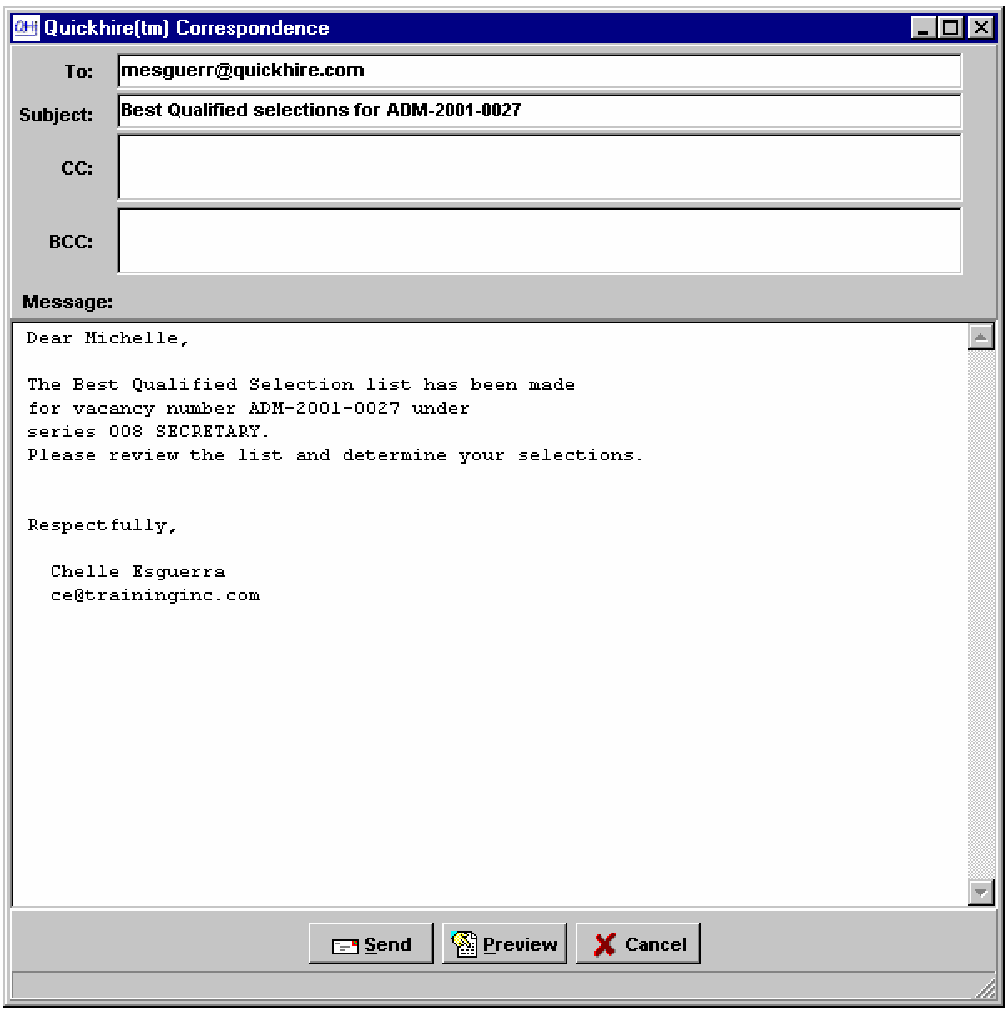


Fig. 8.20 Correspondence

- **Reset All Applicant Statuses**

This option is not always selectable, depending on the circumstances of the staging area. The option gives the user the ability to reset all applicant statuses back to New. As applicants move through the hiring process and their applications are reviewed, their statuses will change. The user can use the Change Applicant Status option in the Applicant Hiring View Tab of Applicant Manager to mark those status changes. Once the user has done this, the user can clear the statuses with the Reset Applicant Status option. This gives the user the ability to change the status for an individual applicant or simultaneously for all of the applicants to a vacancy, back to New. A window will then appear that confirms "All Applicant statuses reset."

- **Staging Area Reports**

  Selecting Staging Area Reports displays a submenu with the following options: Staging Area Applicant List, Staging Area Ineligible Applicant and Staging Area Demographic.

  Selecting the **Staging Area Applicant Listing** will first ask the user how they wish for the report to be displayed: By Score (Descending) or By Alphabetical (Last Name). Click OK, and the **Staging Area Applicant Listing report**, **Figure 8.21**, will be displayed. The Vacancy Number, Staging Area and Ranking information will be displayed in the top left-hand corner of the report. The report shows Total score, Applicant Name, SSN, Vet Type and Permanent Address categorized by grade.

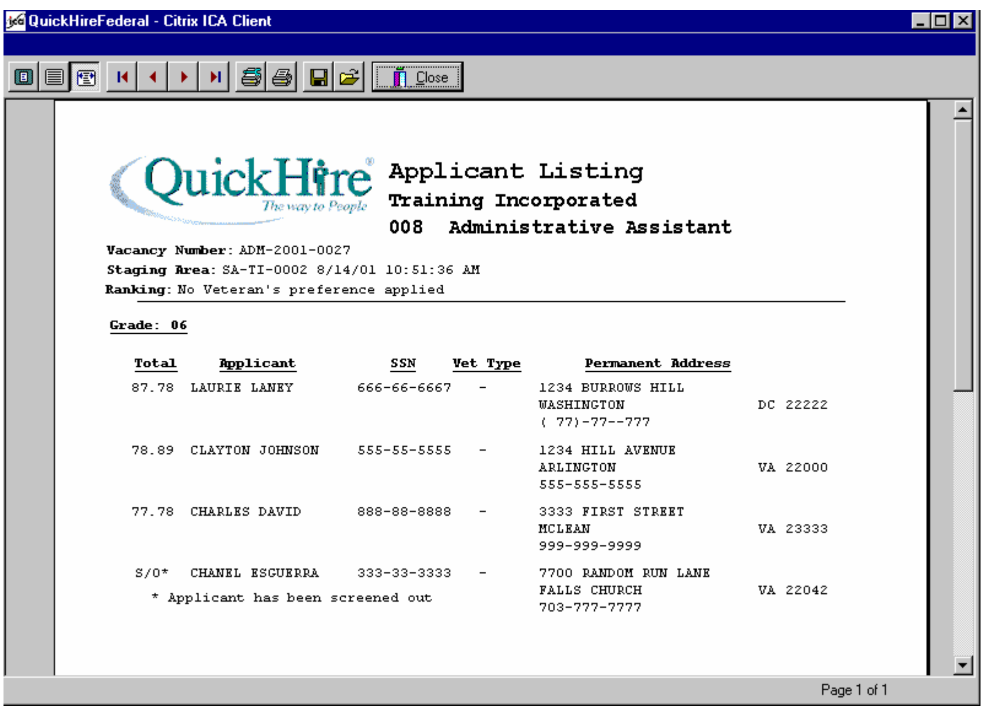


Fig. 8.21 Staging Area Applicant Listing Report

  Selecting the **Staging Area Ineligible Applicant** option will display a **Staging Area Ineligible Applicant Report**, **Figure 8.22.** The Vacancy Number, Vacancy

Description, Staging Area, Opening and Closing Date information will be displayed in the top left-hand corner of the report. The report shows Applicant Name, SSN, and the reason the applicant is Ineligible. If there is no information to run the Staging Area Ineligible Applicant list, a pop-up Warning window will appear stating, “The selected window has no Screen Out data.”

Fig. 8.22 Staging Area Ineligible Applicant Report

Selecting the **Staging Area Demographic** option will display a **Staging Area Demographic Report, Figure 8.23**. The report lists applicant demographic information for the selected staging area. The total applicant responses for each question choice in the Staging Area for the demographic questions will be displayed. Since a staging area may have more than one grade, the totals for each question choice will be broken out by grade. Each demographic question choice will be listed with a column for total responses for each choice. Note: Since demographic questions are not mandatory, the total responses may not equal the total applicants within a grade for the selected staging area.

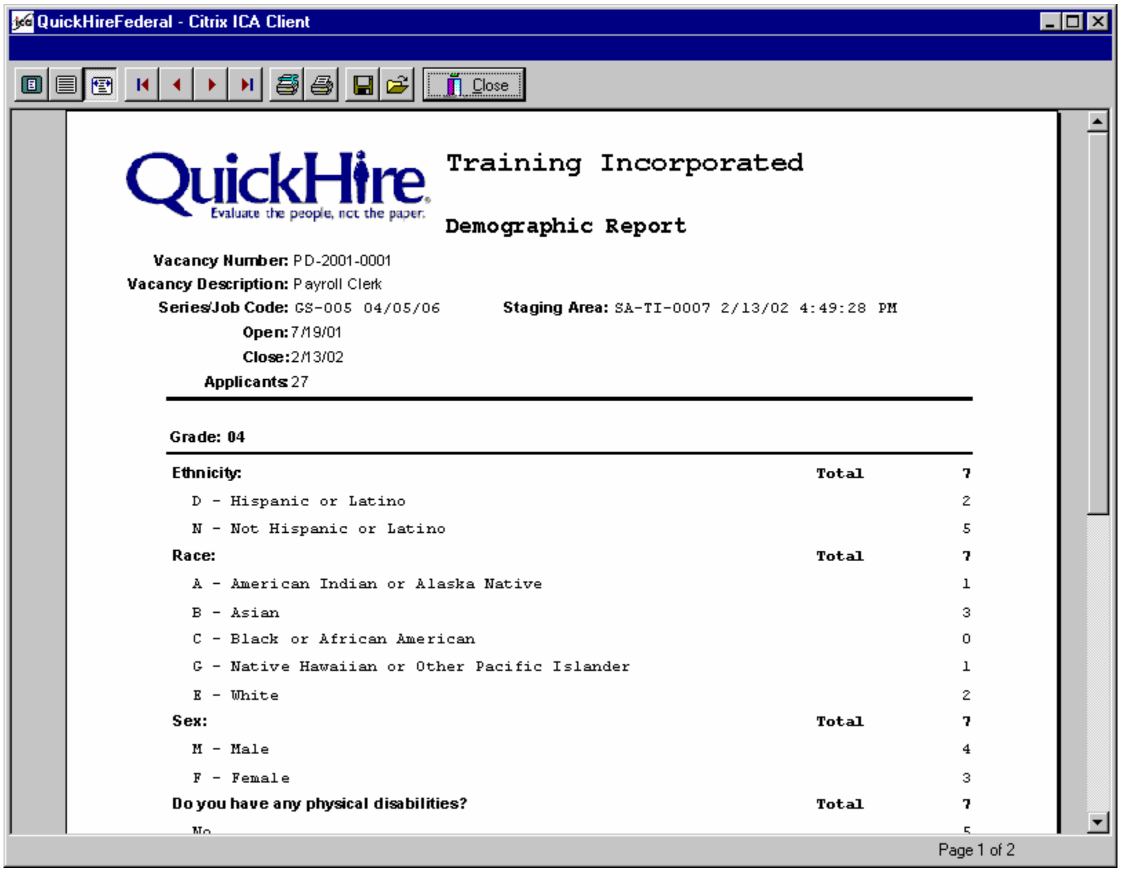


Fig. 8.23 Staging Area Demographic Report

- **Generate Final Job Certificate**

  In order to generate a job certificate, the user must mark the appropriate applicants with the Best Qualified Status in the Staging Area from which the user is creating the job certificate. In other words, the user must change at least one applicant's status to Best Qualified in order to successfully generate a certificate. Open **Applicant Manager** from the Applicant main menu, choose a view option and select **OK**. Choose a **department** and go to the Vacancies Tab. Select a **staging area** or a **Job Certificate** (if one has already been created) and click on the Applicant Hiring View tab.

  Job Certificates will be generated from the list of applicants showing in the Applicant Hiring View tab (applicants must have BQ status to appear on the Job Certificate). However, users who need to generate a Job Certificate with the Mined Applicant Criteria must have the Data Mining Permission. Both the "User Defined Filter" and "Mine Applicants" features will affect the listing of applicants showing in the Applicant Hiring View tab. Users can narrow down the list of applicants by defining certain criteria via the User Defined Filter button and/or via the Mine Applicants button, which accesses the Data Mining Wizard.

  The user can use one or both features in any order to narrow the list. The result set is the same whether the user uses the User Defined Filter first or the Data Mining feature first. If both features are used, both the "User Defined Filter" and

“Mine Applicants” buttons will appear to be clicked and the listing of applicants in the Applicant Hiring View tab will be narrowed accordingly. One or both features can be cleared by clicking the appropriate “Clear Filter” or “Clear Mining” button. After the user defines the criteria for the type of applicants desired to show on the job certificate via the User Defined Filter and/or Mine Applicants button(s), the user right clicks on the staging area and selects the **Generate Final Job Cert** option from the menu. Note: Saved Data Mining definitions (definitions created by using the Mine Applicants button, which accesses the Data Mining feature) that have been used to generate a Job Certificate cannot be edited.

The **Select Location for Job Certificate** window will open, listing all of the vacancy locations specified in Vacancy Edit Wizard Step #2 during the creation process. Choose a location and click **OK**. The Certificate Options window, **Figure 8.24**, will open.

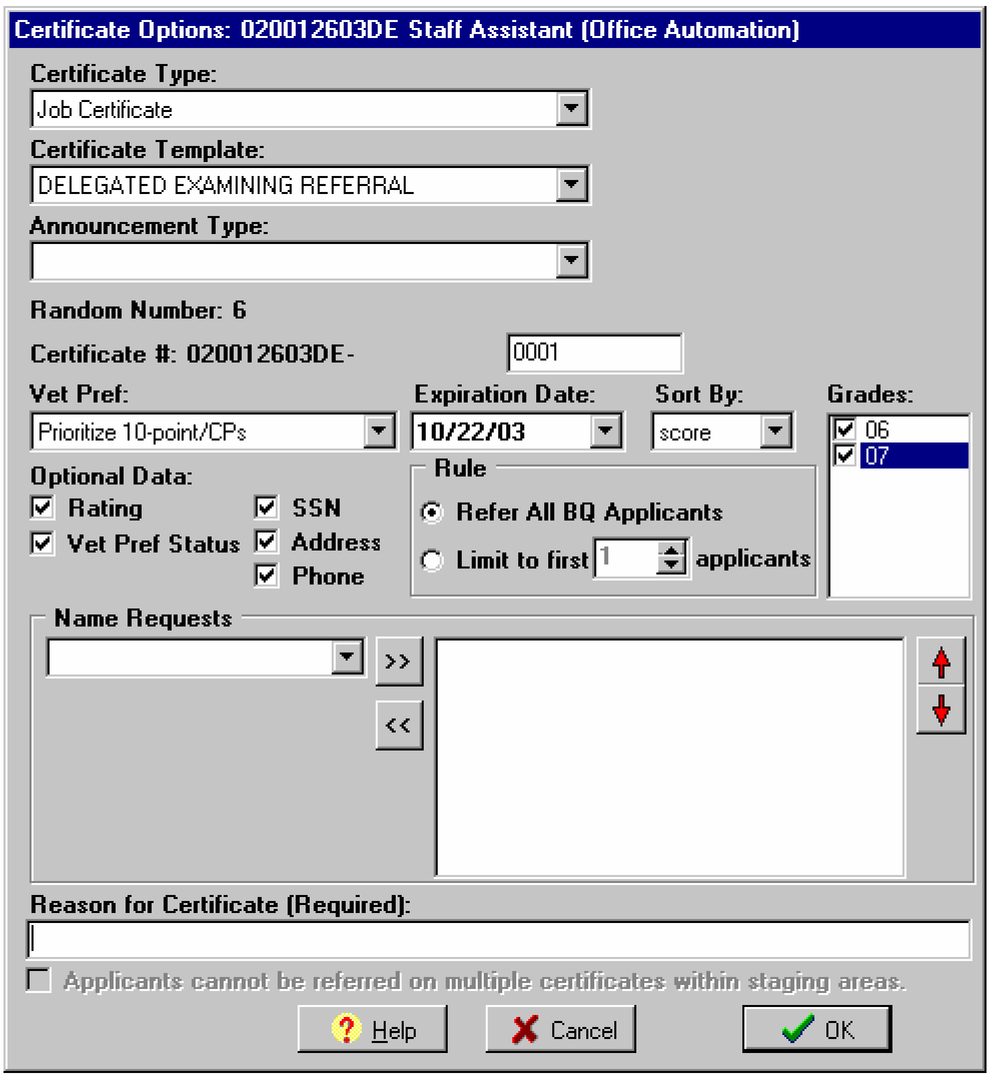


Fig. 8.24 Generating a Job Certificate – Certificate Options window

The default **Certificate Type** for the system is Job Certificate. It will be the only option available unless the user's organization specified another certificate template during the installation of the system. Selecting a Certificate Template is mandatory. Select a **Certificate Template**. After selecting a Certificate Template, select an **Announcement Type**. Clicking on the announcement type drop down arrow will show a list box with the types of announcements; this list is driven by the announcement type(s) selected in Step #1 of the Vacancy Builder. If no announcement types are selected in the Vacancy Builder, the drop down list will be empty. The Announcement Type field is not required to generate a Job Certificate. Specify a **Certificate Number** by entering a code in the blank box to add to the end of the vacancy number, thus making the entire string a unique certificate number. The code entered by the user cannot exceed ten characters, but it may contain both letters and/or numbers. Select a **Veterans Preference** option. The user can choose to factor veterans preference points into the job score, float CPs to the top of the list, or generate a job certificate without veteran's preference at all. Select an **Expiration Date** for the job certificate. The default is 90 days, but the user can change this by clicking the drop-down arrow and selecting a different date on the calendar. Choose whether to Sort the list of applicants by their last names or their scores. Under the **Optional Data** section, the Rating, Vet Pref Status, SSN, Address and Phone boxes will be checked by default to show on the certificate. The user can uncheck any of these boxes to keep this information from showing on the job certificate. Mark one of the two choices in the Rule section. Either Refer All BQ Applicants on the job certificate or limit the listing to a certain number of BQ applicants. If selecting the latter option, specify up to how many BQ applicants to include on the report. The **Grades** section will list all of the grades at which the position was advertised, as specified in Vacancy Edit Wizard Step #2. Select a single grade or any combination of grades for which to run the report. Use the **Name Requests** function to place an applicant at the top of their score group. This window also has a checkbox referring to whether or not applicants can appear on **multiple job certificates** within staging areas. This option is set in Vacancy Edit Wizard Step #8 (see **Section 4.9**). If the user elects to allow multiple job certificates when creating the vacancy, this box will be unchecked, and vice versa. Select **OK** when finished in this window. This will run the criteria and produce the list of applicants in the Selected Applicants for **Job Certificate** window. Using the buttons, the user can print the job certificate, save it or cancel the job certificate generation without saving the work and return to Applicant Manager. If the user saves the certificate, it will be added to the Vacancies Tab under the staging area with which it was associated. Printing a job certificate will automatically save the certificate.

When generating a Job Certificate, users are required to select a certificate template. There should be one Certificate Template, the Certificate of Eligibles, installed during implementation (**Figure 8.26** is the template that should be installed). However, if no certificate templates have been created and saved in the database at this point, the following error message will appear, **Figure 8.25** below. This error will notify the user that he/she must first create a template.

Fig. 8.25 Generating a Job Certificate – Error Message

To create a Certificate Template, select the **Certificate Templates** option from the Vacancy Menu. (Note: To create, edit or delete a Certificate Template, the user must have the "Add/Modify Certificate Templates" permission. Also, only templates that have not already been used for a job certificate can be edited or deleted by clicking the Edit or Delete button. The Edit and Delete buttons will be grayed out if the template has already been used.) The Certificate Template window appears. Click **New**. Enter a template description in the box (which will hold up to 50 characters) to the right of the Template Description box. The Edit Job Certificate Template window appears, **Figure 8.26**.

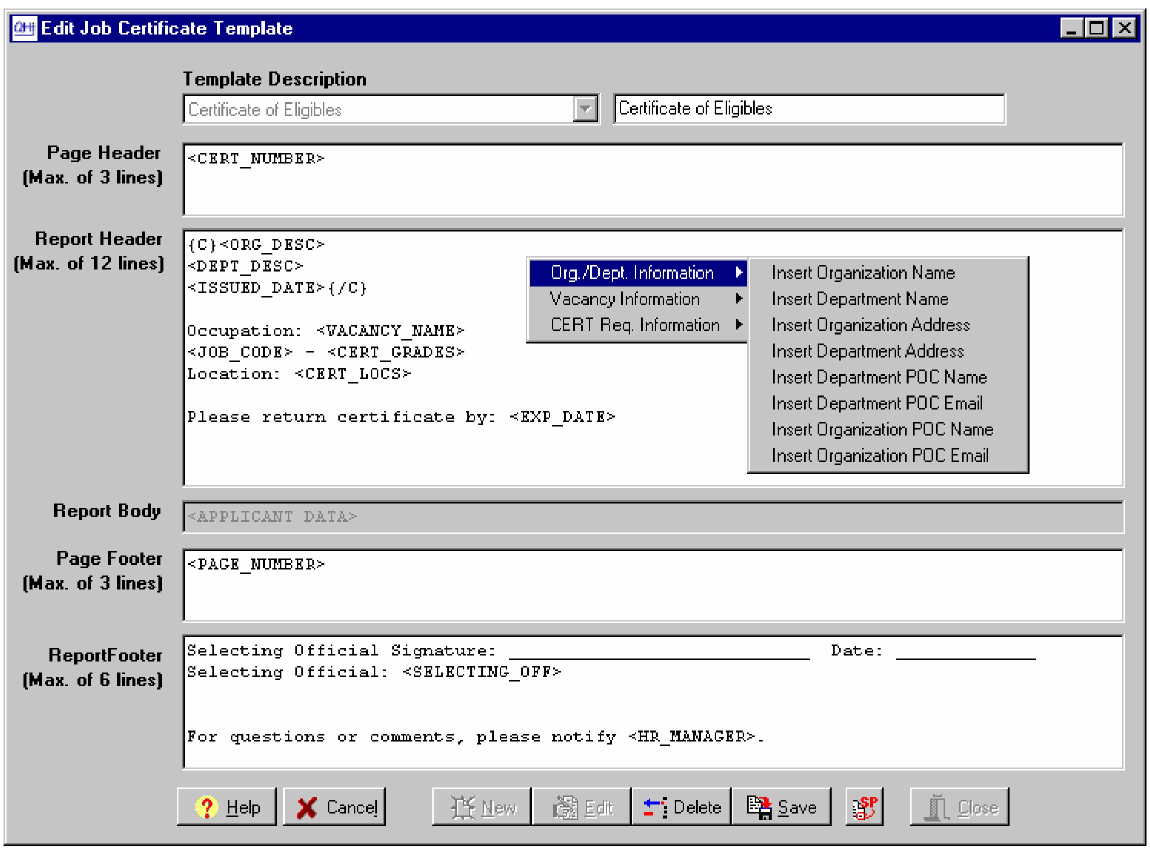


Fig. 8.26 Edit Job Certificate Template window

Here the user can specify the physical layout of the data presented in the header and footer of the Job Certificate. Determine the layout of the certificate by right clicking in the Page Header, Report Header, Page Footer and Report Footer boxes and inserting fields. The following fields (which are listed in the right click menu) will be available for use in creating or editing a Certificate Template:

Org./Dept. Information: Organization Name, Organization Address, Organization POC Name, Organization POC Email, Department Name, Department Address, Department POC Name, and Department POC Email. These fields are also used in the Email.

Vacancy Information: Vacancy Name, Vacancy Number, Job Code, Vacancy Open Date, Vacancy Close Date, Vacancy BQ Designator, Vacancy Selecting Official, and Vacancy HR Manager.

Certificate Information: Certificate Number, Announcement Type, Issued Date, Certificate Grade(s), Certificate Location, Expiration Date, Random Number, Veterans Preference, Certificate Reason, Page Number, and Comment.

- Certificate Number- system generated certificate number
- Announcement Type- the announcement type selected, if any, when the certificate was generated
- Issued Date- the date the certificate was generated
- Certificate Grade(s)- the grades selected on the Certificate Options window. If more than one grade was selected the grades listed will be separated by a '/' (for example: 05/07)
- Certificate Location- the location selected for the certificate
- Expiration Date- the expiration date entered on the Certificate Options window
- Random Number- the random number used when the certificate was generated.
- Veteran's Preference- the veterans preference option selected on the Certificate Options window
- Certificate Reason- the certificate reason entered, if any, on the Certificate Options window
- Page Number- this is the page number generated for a printed certificate. Each page will display the text as "Page x", where x is the page number.

The layout of the certificate text and fields can also be formatted by selecting/highlighting the text and/or fields and right clicking in the Page Header, Report Header, Page Footer or Report Footer boxes. The user will see three additional right click menu options: **Align Center**, **Align Right** and **Edit Comment Label**, **Figure 8.27** below.

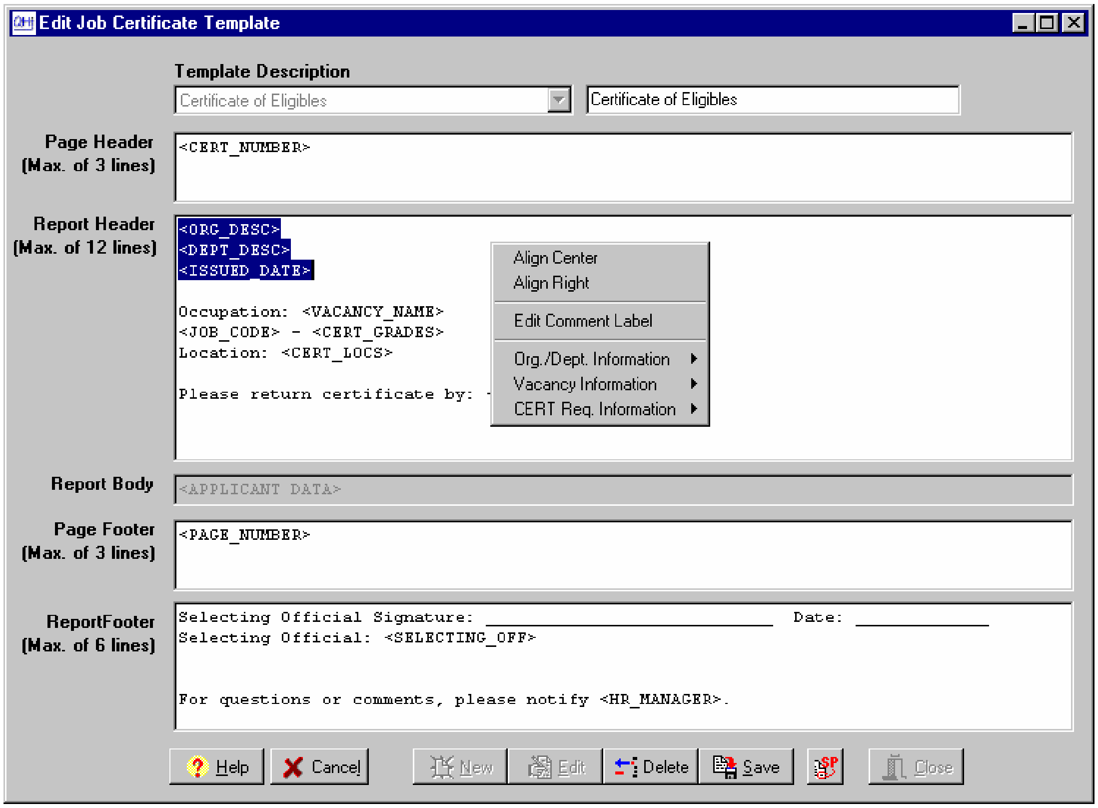


Fig. 8.27 Edit Job Certificate Template window Right Click Menu

Highlight the appropriate text and select **Align Center** to center the text. Highlight the appropriate text and select **Align Right** to align the text to the right of the page. Highlight the appropriate text and select **Edit Comment Label** to replace the text with a name of a customized field of up to 30 characters. The **Edit Comment** window below, **Figure 8.28**, will appear. This feature gives the user the ability to create custom field labels (if one does not already exist) in the Certificate Template, which is helpful when the user does not want to create a new certificate template every time one field name changes. Examples of Comment Label fields include ‘Promotion Potential’ and ‘Certificate Issued By.’ If the user cancels the operation from this window, the field will not be inserted.

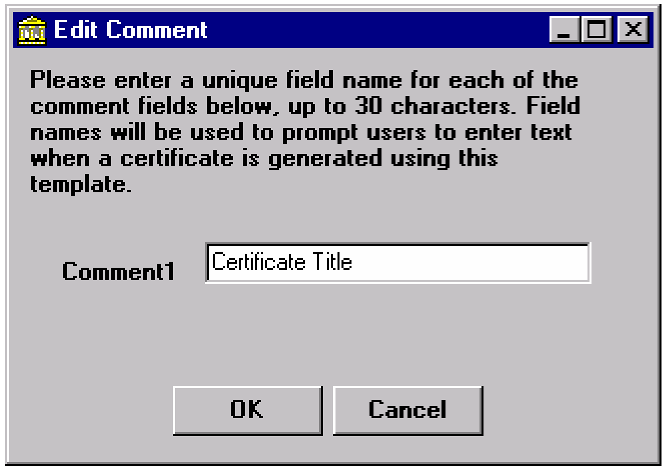


Fig. 8.28 Certificate Template – Edit Comment

When the user generates a certificate in the Applicant Manager module (see **Chapter 8**) and uses a Certificate Template with a Comment Label(s), the user will be prompted to enter the field name(s) (i.e. the Comment Label(s)) when they select the button to Print, Save or Preview the Certificate. When they click the Print, Save or Preview button, they will see the **Comment Data Entry** window below, **Figure 8.29**. The window will list the comment label field(s) using the field name created by the user with a text box next to the label. Enter the appropriate text in the box.

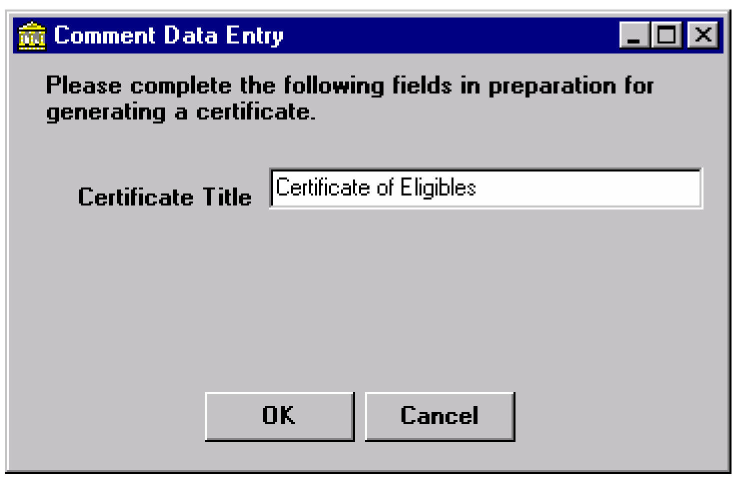


Fig. 8.29 Certificate Template – Comment Data Entry window

When generating a certificate, if a comment field label was used in the certificate template, the user will be prompted to enter the data for these fields. See below for more information on generating a certificate.

The section that the fields are placed in (Page Header, Report Header, Page Footer, and Report Footer) are relative to the placement of the data on a generated certificate.

- Data placed in the Page Header section will appear on every page of the certificate. A maximum of 3 lines of data up to 80 characters can be inserted.

- Data placed in the Report Header section appears on the first page only of the certificate. A maximum of 12 lines of data up to 80 characters can be inserted.
- Data placed in the Page Footer section appears on every page of the certificate. A maximum of 3 lines of data up to 80 characters can be inserted.
- Data placed in the Report Footer section appears on the last page only of the Certificate. A maximum of 6 lines of data up to 80 characters can be inserted.

When the formatting for the template is complete, click the **Spell Check** button to check the spelling. Save the Certificate Template. When clicking **Save**, the user will be prompted with the Edit Comment Label window, if these fields were inserted and the related data was not completed. When editing or deleting an existing template, the user must first select an existing template using the drop down list.

Upon selecting the appropriate options on the Certificate Options window, the user selects the **OK** button to generate the Job Certificate. The Job Certificate is generated and can be printed, saved or cancelled. User saves the Job Certificate, and it is added to the Applicant Hiring View and Vacancies tab tree views under the staging area originally selected.

8.2.3.3 Applicant Hiring View Tab: Grade Options

These options are only available if the vacancy has phases. By right-clicking on a grade level while in the Applicant Hiring View Tab, three phase scoring data options pop up: **Export Applicant Data for Phase Scoring**, **Import Phase Scoring Data** and **View All Phase Score Results**. Some organizations use phases, other than vacancy questions, during the hiring process. The user can create multiple phases in Vacancy Edit Wizard Step #4. If the organization uses multiple phases, it is possible to export the list of applicants with some of their additional information in order to complete the phase scoring or to import applicant data. To view all Phasing Scores, select View All Phase Score Results

- **Export Applicant Data for Phase Scoring**

The **Export Applicant Data for Phase Scoring** option, **Figure 8.30**, exports a list of Applicants with some additional data from the selected vacancy in order to complete phase scoring for each applicant listed. The top portion of this window, **Applicants to Export**, allows the user to select which Applicants to Export. The bottom section, **Applicant Data Export Format**, allows the user to specify the format for the data to be exported. Note: This option is only available if the vacancy has phases.

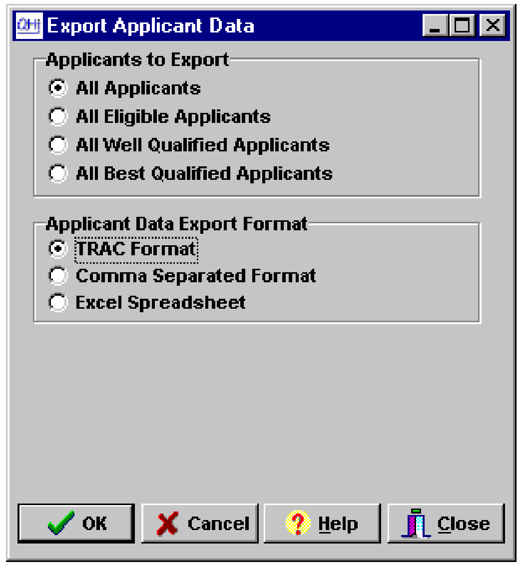


Fig. 8.30 Export Applicant Data

If “Excel Spreadsheet” or :Comma Separated Format” is selected for Applicant Data Export Format, another box called **Data to Export**, see bottom section of **Figure 8.31**, will be added to the window. TRAC Format is set to export a specific format, where exporting in a Comma Separated or Excel Spreadsheet format allows the user to select specific information for the export. This section allows the user to select what data to export. The first option, **Applicant ID/AIDX (Required)** is automatically checked and grayed out. This information is required, as such it can not be unselected. The options are Last Name, First Name and Social Security Number. Click **OK** to proceed and **Save** the file appropriately in the correct format. If Pass/Fail scores have already been imported, Pass/Fail scores will be exported as follows: Pass will display as a “1” and Fail will display as a “0.” Click **OK** to return to the Export Applicant Data window and **Cancel** to return to the Applicant Manager.

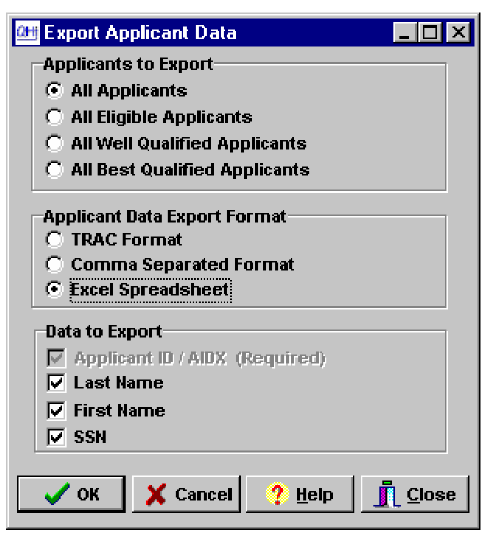


Fig. 8.31 Export Applicant Data – Data to Export Box

- **Import Vacancy Phase Scoring Data**

  The **Import Vacancy Phase Scoring Data** window, **Figure 8.32**, allows users to import Applicants' data to the selected vacancy in order to put the completed phase scoring into the system. This feature works in conjunction with multiple phase jobs where skills testing, physical exams, etc. may be done. In order for the feature to be listed in the drop down menu as a Vacancy option, the box "This vacancy will use multiple phases to determine qualified Applicants" should have been checked in Step #4 of the Vacancy Builder Wizard. By selecting this feature, an Applicant's results from other forms of testing/phases are imported and stored with QuickHire® data.

  Click on the down arrow key in the **Phase Selection** field to see a drop down list of the phases (for example: Interview – First Phase) added to this vacancy. Once a Phase has been selected, the **Maximum and Min Pass Score** fields will be populated with the scores entered during Step #4 of the Vacancy Builder Wizard. These scores can be edited if necessary by typing in the new score(s). For Pass/Fail Phases, type in "1" for "Pass" and "0" for "Fail."

  Click on the down arrow key in the **Status Code for Failures**, which brings up a drop down menu of the available codes which are used to indicate that an applicant is no longer under consideration for a position. These codes are set up in Data Administration by going to the Reference Tab and selecting the Applicant Status Tab. The last section of the Import Phase Scoring Data window is the **Applicant Data Import Format**. This section consists of three formats: TRAC Format, Comma Separated Format and Excel Spreadsheet Format. If "Excel Spreadsheet" or "Comma Separated Format" is selected, the "Fields in Import File" section will appear in the window. This section allows the user to select what data to export. The options are **Applicant ID/AIDX (Required),** Last Name, First Name and Social Security Number. The Score (Required) field is checked, but grayed out because it is a required field. Click **OK** to proceed and **Save** the file appropriately in the correct format. Click **OK**, then **Cancel** to return to the Applicant Manager. Note: This option is only available if the vacancy has phases.

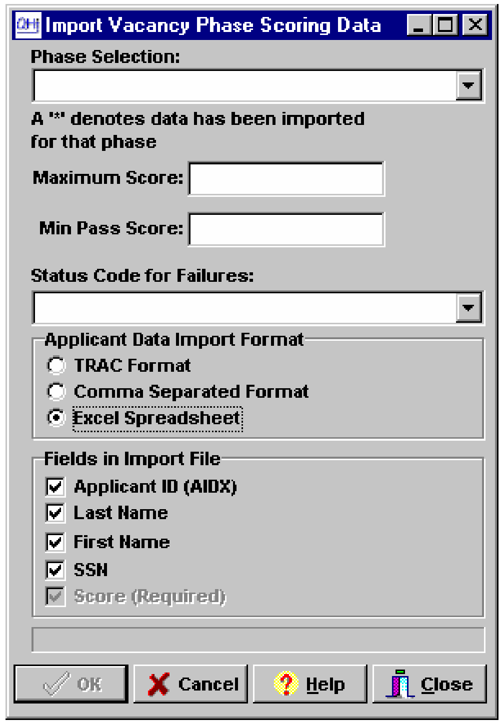


Fig. 8.32 Import Vacancy Phase Scoring Data

- **View All Phase Score Results**

  This option allows the user to view results for each phase of the hiring process for each applicant that has applied to a specific grade. In Data Administration, the Vacancy Phases sub-tab in the Reference Data tab allows the user to enter and maintain information about phases, other than vacancy questions, used during the hiring process. The decision to use multiple phases is then set in Vacancy Edit Wizard Step #4. If the user uses multiple phases and the user has imported the scores from the external phases into the database, the user can view the results from the Applicant Hiring View tab of Applicant Manager. The applicant's composite Total Score will be displayed to the right of the applicant's name; it consists of the weighted Vacancy score and any phases that have been imported. The Total Score is a composite score from all phases that have been completed/imported. Veteran's Preference Points will be added to the total score.

  The user will be able to see whether or not the applicant passed the phase, as it will be marked by a **green check mark icon**; the phase weight in %, his or her score and the highest possible score for that phase; the phase name; and the date the information was inputted. See **Figure 8.33**. Applicants who did not pass the phase, users will see a **red "X" icon** instead of a green check mark. Applicants listed that do not have phase data imported for a particular phase will show a phase node with a **yellow check mark icon**, the phase weight in %, the name of the phase, and the text "**No Phase Data Imported**". If an applicant does not have phase data imported, the applicant's phase score for that phase is zero; however, they remain eligible, and their Total Score reflects the scores from any phases imported/completed. Applicants that fail a phase are made ineligible.

Veteran's Preference will be applied to the Total Score only.

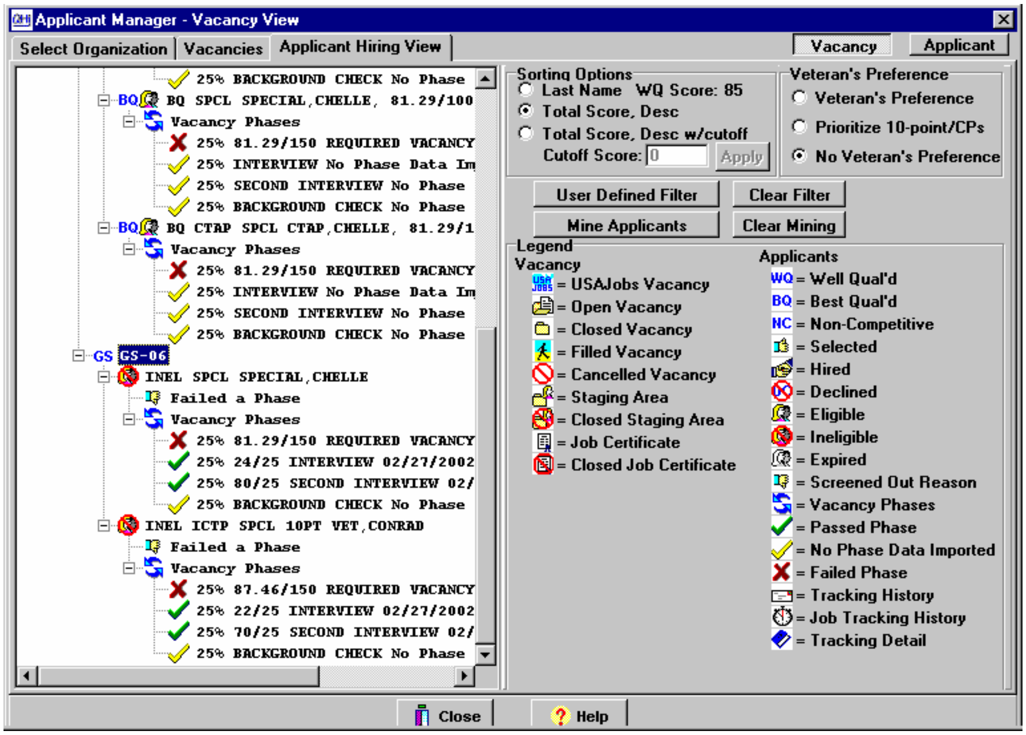


Fig. 8.33 View All Phase Results Right Click Option

To view all Phase Scores for every applicant that has applied to a specific grade, right click on the grade and select **View All Phase Score Results** option. Phase Score can also be viewed for individual applicants (see Applicant Options: Applicant Reports/View Phase Results).

Note: The user cannot use both Phasing and Standing Registers when creating a Vacancy, and this option is only available if the vacancy has phases.

8.2.3.4 Applicant Hiring View Tab: Applicant Options

The following window, **Figure 8.34**, shows the list of options that pops up when the user accesses the Applicant Hiring View tab via the staging area (either by double clicking on the Staging Area, double clicking on a Job Certificate ***or*** by clicking on a Job Certificate in the Vacancies tab, then clicking on the Applicant Hiring View tab, which will appear). The list includes: Email Applicant, Correspond with Applicant, Edit Applicant, Add Applicant Tracking Item, Add Applicant Job Tracking Item, Change Applicant Status, Reset Applicant Status, Select Applicant for Vacancy, Applicant Reports, View Tracking History, View Phase Results and/or View Element Scores.

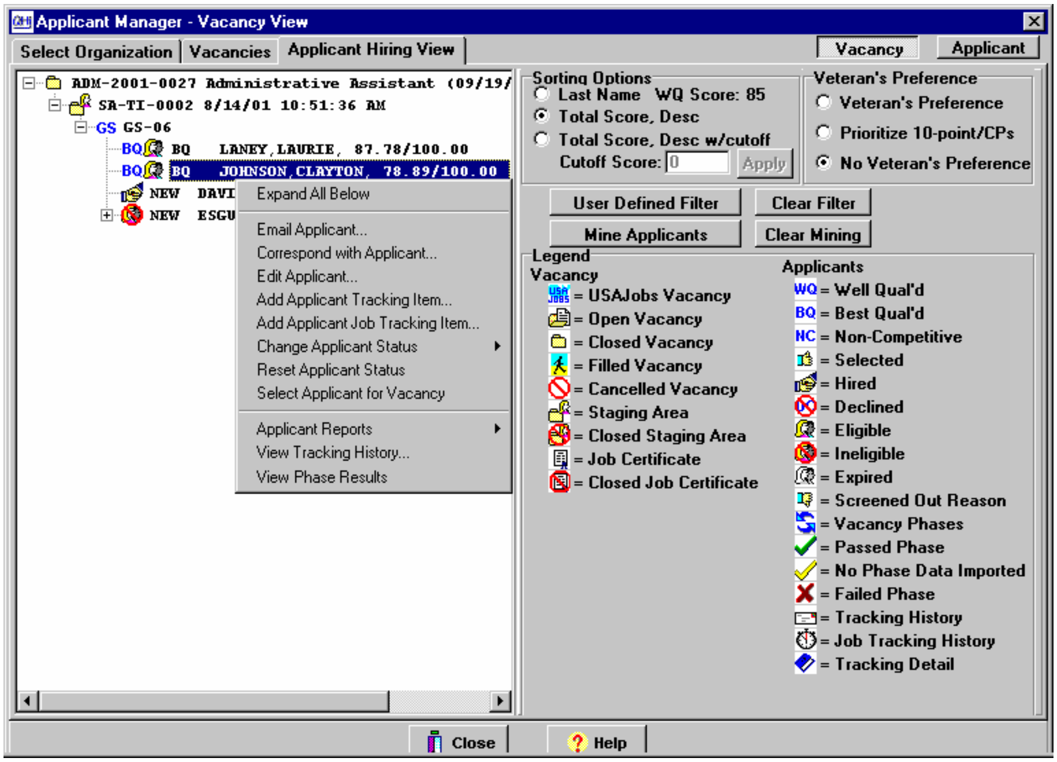


Fig. 8.34 Applicant Right Click Menu accessed via Staging Area

If the Applicant Hiring View Tab was accessed via Job Certificate in the Vacancy tab (either by double clicking on the Staging Area, double clicking on a Job Certificate ***or*** by clicking on a Job Certificate in the Vacancies tab, then clicking on the Applicant Hiring View tab, which will appear), the Applicant Hiring View Tab window will not show the Sort Options and Veteran's Preference Options, **Figure 8.35.** This is because Sort Options and Veteran's Preference Options are selected when the user generates the Job Certificate in the Certificate Options window.

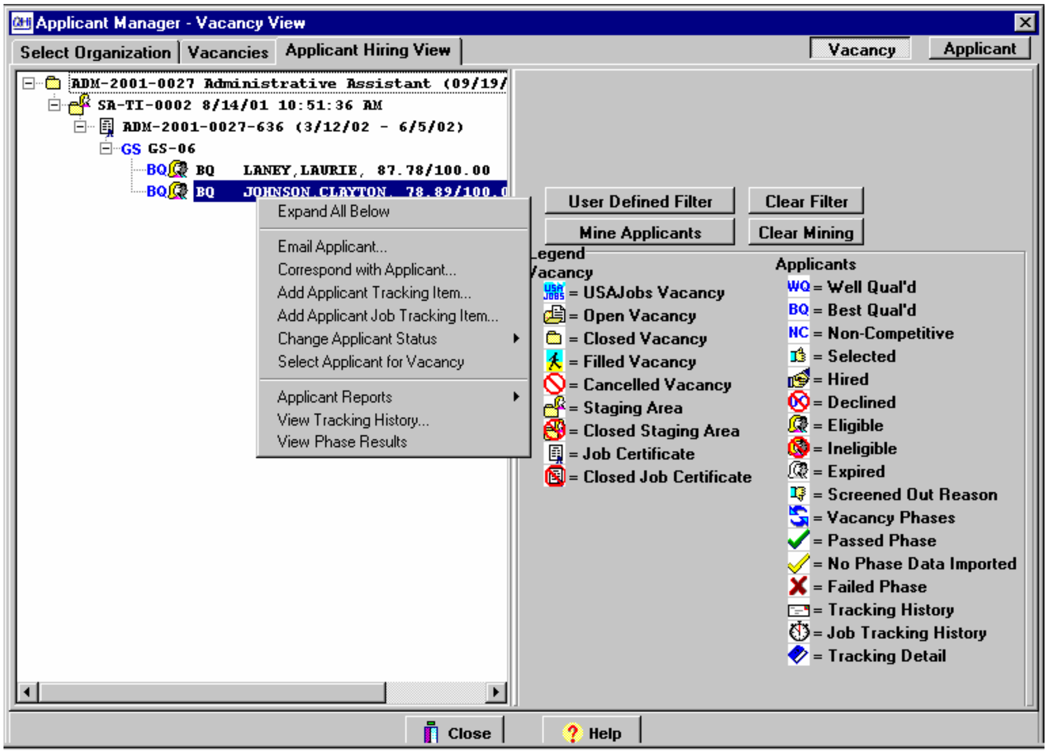


Fig. 8.35 Applicant Right Click Menu accessed via Job Certificate

- **Email Applicant**

  The **Email Applicant** menu selection, **Figure 8.36**, is similar to Email Applicants, one of the Vacancy options, except that applicants are emailed individually. The only information that is populated when this tool is accessed is the email address of the recipient. Email Applicant can be used to contact individual applicants to inform them of screen out/ineligible reasons, request more information, schedule an interview, etc. Right-clicking in the Message box will give the user options to assist in creating the email. Refer to **Section 8.2.3.2** for a discussion of the features of this window, including Email Templates and how to access them from the main menu.

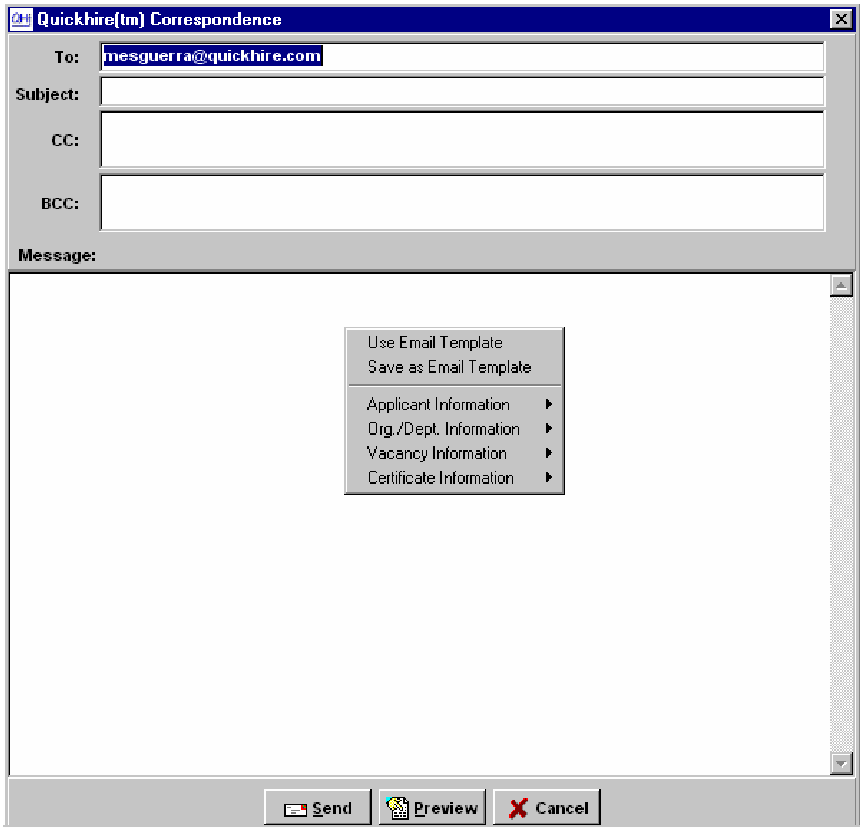


Fig. 8.36 Applicant Right Click Menu

- **Correspond with Applicant**

  Similar to the **Vacancy Options: Correspond with Applicant** option, all of the email templates currently in the system are listed in the top section of the window. This option allows the user to select a Template Description, review the message and to print and/or send out any of the correspondence emails in the Template list.

  If the selected applicant has an email address, the email address is displayed in the Email Address box located near the top of the window. The user can then email and/or print the message. If the applicant does not have an email address, then the Send button is grayed out, and the user only has a print option.

- **Edit Applicant**

  This option gives the user the option to edit applicant information. The following window will appear when this item is selected, **Figure 8.37**. The three tabs are Personal Info, Core Information, and VA Information. Edit the Applicant Information and click **OK**. This Edit Applicant option will not appear in the right-click menu if the Applicant Hiring View tab was accessed by Job Certificate, only if the Applicant Hiring View tab was accessed by Staging Area.

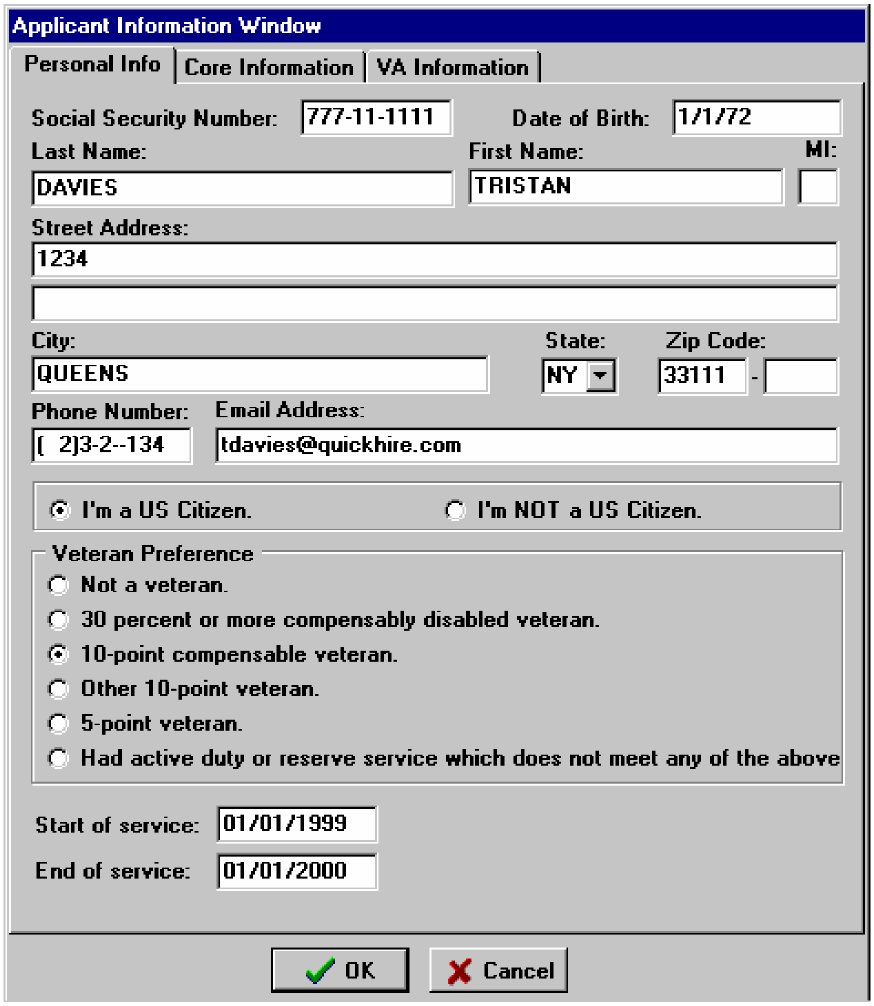


Fig. 8.37 Applicant Information Window

- **Add Applicant Tracking Item**

  The **Add Applicant Tracking Item**, **Figure 8.38**, allows the user to create a permanent log of items that are connected to the applicant only. Regardless of which job or jobs the applicant applies to, the data is always accessible. It is similar to putting a comment in a permanent file. This option can also be used to record comments on the applicant's abilities. To do this, right click on the applicant and select **Add Applicant Tracking** Item. Be sure to select **Add Applicant Tracking Item** and NOT Add Applicant Job Tracking Item.

  The **Comment** field is what is initially displayed when viewing Tracking History. The next field is the **Tracking Code** box with a drop down menu. The choices are originally set up in the Data Administration Module and can include options such as Comment, Email or Status Change. Notice that the **Cost** box is automatically filled in when a Tracking Code is selected; this is the default value assigned when the field was created. The value can be edited here for the current record, but this does not change the default value for the Cost Category. The next field is called **Cost Category**. This defines how the system should treat the cost for reports and summarization of data. The **Additional Information**

field is where the user can add specific information concerning the tracking item such as comments. The **OK** button will be grayed out until information is entered into this field. Select the **OK** button to save the tracking item for the job. Clicking the **Cancel** button will close out the window without saving any of the data and without writing a tracking item into the database.

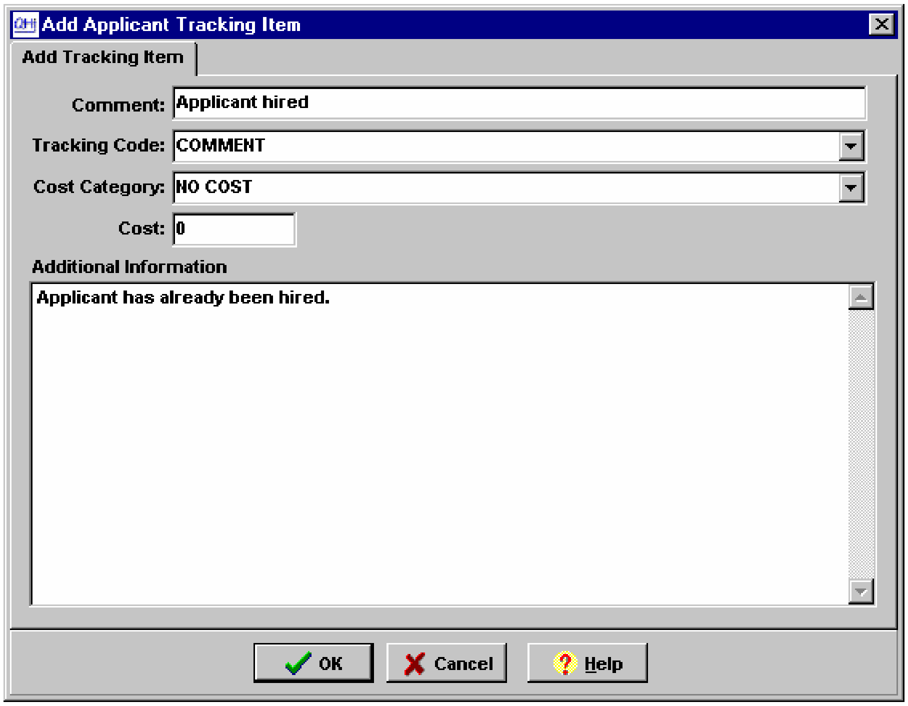


Fig. 8.38 Add Applicant Tracking Item

- **Add Applicant Job Tracking Item**

  This window, see **Figure 8.39**, is used to track status changes. It works identically to the Add Applicant Tracking Item window described above. The main difference is that the Add Applicant Job Tracking Item option is used to enter an applicant tracking item that is vacancy specific. The Add Applicant Tracking Item is connected to the applicant only. The **Comment** field is what is initially displayed when viewing Tracking History (for example: Interview Comments). The next field is the **Tracking Code** box with a drop down menu. The choices are originally set up in the Data Administration Module and can include options such as Comment, Email or Status Change. Notice that the **Cost** box is automatically filled in; this is the default value assigned when the field was created. The value can be edited here for the current record, but this does not change the default value for the Cost Category. The next field is called **Cost Category**. This defines how the system should treat the cost for reports and summarization of data. The **Additional Information field** is where the user can add specific information concerning the tracking item, such as comments or the length of time spent. The **OK** button will be grayed out until information is entered into this field. Select the **OK** button to save the tracking item for the job. Clicking the **Cancel** button will close out the window without saving any of the data and without writing a tracking item into the database.

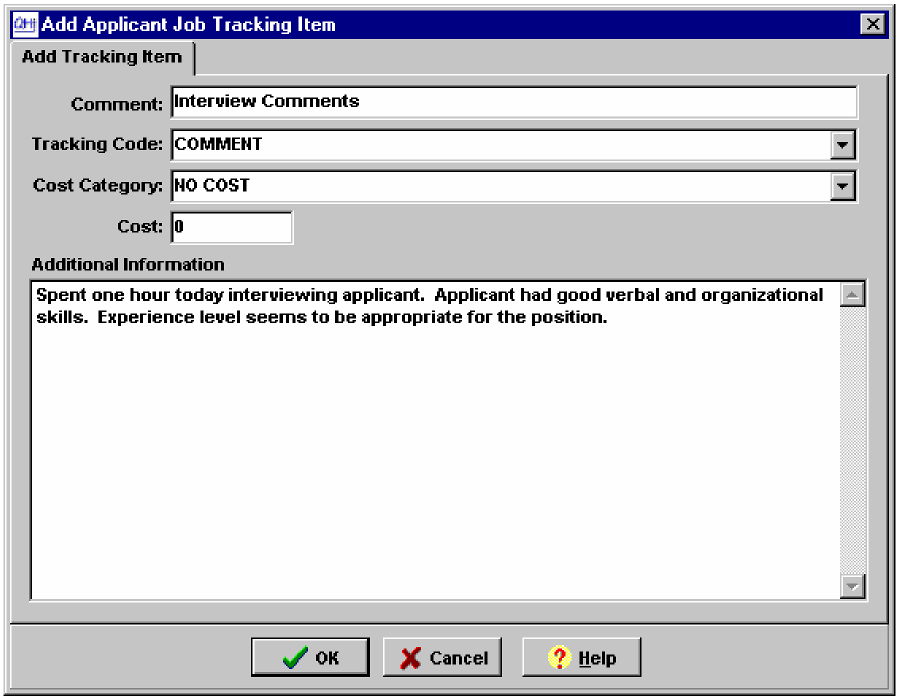


Fig. 8.39 Add Applicant Job Tracking Item

- **Change Applicant Status**

  This option gives the user the ability to manually change the status for an individual applicant. The user can also change the status for all applicants to a vacancy simultaneously (see “Change Applicants’ Statuses” in **Section 8.2.3.2**). A list of custom statuses will appear when the user chooses Change Applicant Status. These are the custom statuses that were set up in Reference Data in the Data Administration Module (see **Section 10.1.6**). The general system statuses are as follows: Eligible, Well Qualified, Best Qualified, Under Consideration and Hired. If the user has the Selecting Official permission and the user chose the view option “View as Selecting Official” or “View as HR Manager Admin” when entering the Applicant Manager module, the user can mark applicants as Selected in this tab. If the user has the permission Designate as Best Qualified and the user chose the view option Best Qualified Designator or HR Manager Admin, the user can mark applicants that have been designated as Best Qualified in this tab. Applicants must have the Best Qualified status in order to show up on a Job Certificate. The user can also mark applicants “Ineligible”, depending on the available statuses and/or permissions of the user.

  As applicants move through the hiring process and their applications are reviewed, their statuses will change. Some status changes are done automatically. For example, if an applicant is screened out based on criteria set while creating a vacancy, they are automatically made Ineligible. If the user sets a well-qualified score while creating a vacancy and applicants meet or surpass that score, the applicants will be marked as Well Qualified.

  If the user chooses to make an applicant Ineligible, an Add Applicant Job Tracking Item window will appear. Here the user can specify why the applicant is ineligible (can insert up to 500 characters). If the user chooses any other option, a pop up window will appear asking, “Do you want to specify a reason for changing the applicant status?” If the user selects Yes, the Add Applicant Job Tracking Item window will appear (See the “Add Applicant Job Tracking Item” sections in Chapter 8 and Chapter 14 if “Show Vacancy and Applicant Public Statuses” was checked in Step #7 of the Vacancy Edit Wizard.). The user can specify details regarding the change in status. If the user selects No, the change is made and the new status appears next to the name of the applicant. The user is not given the option to add an Applicant Job Tracking Item.

- **Reset Applicant Status**

  As applicants move through the hiring process and their applications are reviewed, their statuses will change. The user can use the Change Applicant Status option in the Applicant Hiring View tab of Applicant Manager to mark those status changes. The **Reset Applicant Status** menu selection allows the user to reset the status for an individual applicant or for all applicants to a vacancy to New again. A window will then appear that confirms that the applicant’s status was reset.

- **Select Applicant for Vacancy**

  This option is only available for selection if an applicant has not been selected yet for a Vacancy. Once the Best Qualified applicants have been marked, the Selecting Official can use the list to choose and mark Selected applicants. It is necessary that the person making the selections be either the vacancy’s HR Manager or Selecting Official, as designated in Vacancy Edit Wizard Step #8. There are two ways to select an applicant. If a custom status code has been associated with the system status code of “selected,” the user can use the option Change Applicant Status. Alternatively, the user can use the Select Applicant for Vacancy option in the Applicant Hiring View Tab of Applicant Manager.

- **Hire Applicant**

  This option is only available for selection if an applicant has been selected. Once an applicant has been selected, he or she can be hired and marked as such in the system via the Applicant Hiring View Tab of Applicant Manager. Only someone that has been designated as a vacancy’s HR Manager in Vacancy Edit Wizard Step #8 can hire an applicant to that vacancy. The user can hire an applicant from either a staging area or a job certificate. Either way, an applicant must be selected before he or she can be hired. A window will appear asking for a start date. Enter a start date and hit **OK**. Note: this option will not be available if the user has not been designated as a vacancy’s HR Manager.

- **UnHire Applicant**

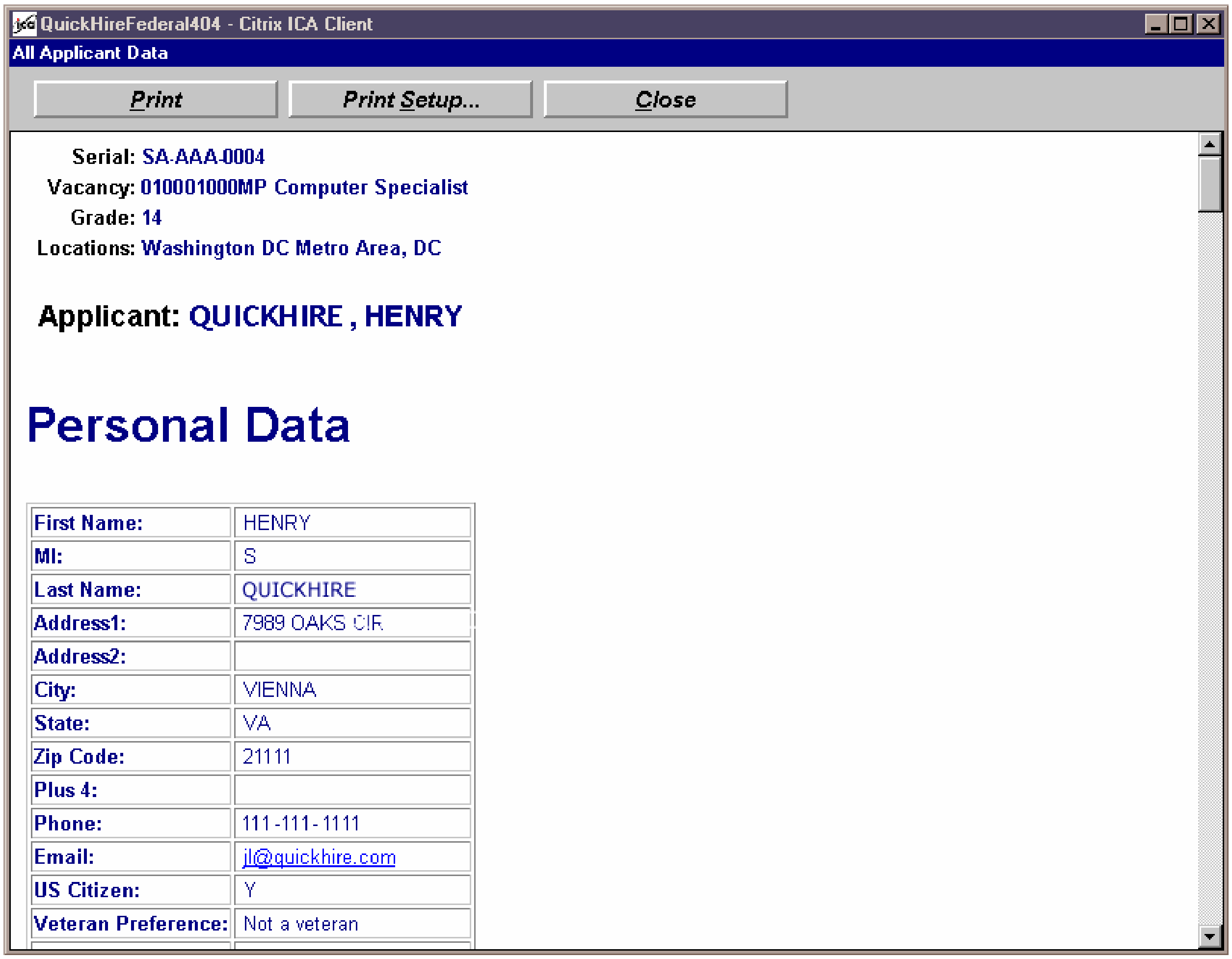
  This option is only available for selection if an applicant has been marked as hired. Once an applicant has been unhired, he or she can be unhired and marked as such in the system via the Applicant Hiring View Tab of Applicant Manager. Only someone that has been designated as a vacancy’s HR Manager in Vacancy Edit Wizard Step #8 can unhire an applicant to that vacancy. The user can unhire an applicant from either a staging area or a job certificate. Note:

this option will not be available if the user has not been designated as a vacancy's HR Manager.

- **Applicant Reports**

  - **All Applicant Data**

    The **All Applicant Data** report, **Figure 8.40**, lists both the core and vacancy specific questions, in addition to the applicant's response to each question. If the applicant provided a resume, then it would appear here as well.


QuickHireFederal404 - Citrix ICA Client

All Applicant Data

Print | Print Setup... | Close

Serial: SA-AAA-0004

Vacancy: 010001000MP Computer Specialist

Grade: 14

Locations: Washington DC Metro Area, DC

Applicant: QUICKHIRE , HENRY

Personal Data

First Name:	HENRY
MI:	S
Last Name:	QUICKHIRE
Address1:	7989 OAKS CIR
Address2:	
City:	VIENNA
State:	VA
Zip Code:	21111
Plus 4:	
Phone:	111-111-1111
Email:	jl@quickhire.com
US Citizen:	Y
Veteran Preference:	Not a veteran

Fig. 8.40 All Applicant Data report

  - **Applicant Assessment Report**

    The **Applicant Assessment Report**, **Figure 8.41**, lists each applicant's set of answers to the vacancy questions, following their name, general vacancy information and which location(s) and grade(s) the applicant applied for. The Applicant Assessment Report can be accessed from the Applicant Hiring View tab of Applicant Manager and through the Report main menu. Section 9.1.1 will discuss how to run the Applicant Assessment Report from the Report menu for all of the applicants within a vacancy. The distinction between using the Report menu and selecting this report through Applicant Manager is that through the latter, this report can be run for individual applicants, rather than for all applicants within a vacancy.

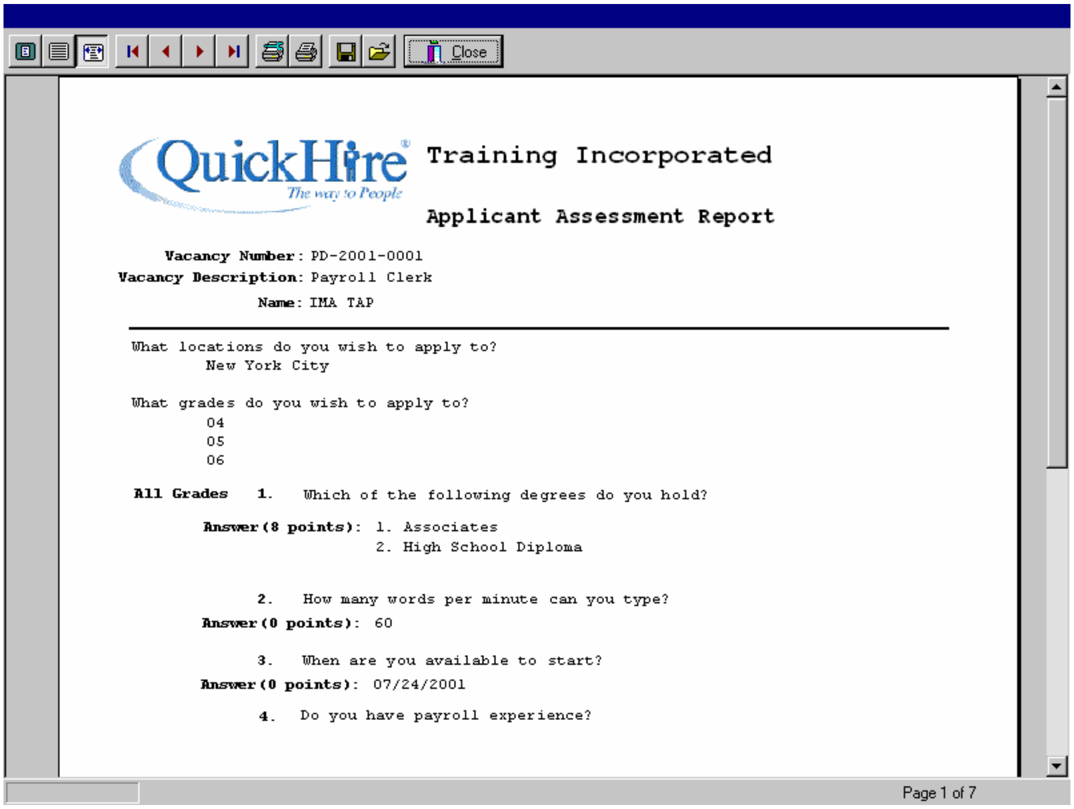


Fig. 8.41 Applicant Assessment Report

- **View Resume**

  The **View Resume** tool allows a user to see an applicant's resume. Select an applicant and choose View Resume to access the Applicant Resume Detail window. Like standard reports, it has a row of VCR buttons at the top of the window to select view preferences, move from page to page, and print, save or open a QuickHire® report. When finished viewing the resume, select **Close** to return to the Applicant Hiring View window. See **Section 11.2** for a discussion on searching resumes.

- **Job Tracking History Detail**

  The **Job Tracking History Detail** report contains a detailed listing of all Applicant Job Tracking Items that have been entered for an Applicant. When the user changes the status of an applicant, the system records this change as an applicant job tracking item. In addition to automatically recording such things as status changes as applicant job tracking items, the system also allows the user to manually create applicant job tracking items. For example, the user can add a record of comments regarding how an applicant did in an interview, thoughts or even the adjudication of paperwork to the applicant's record.

- **Job Tracking History Summary**

  The **Job Tracking History Summary** report is the same report as the Job Tracking History Detail report. The difference is that this report contains only a summary listing of all Applicant Job Tracking Items that have been entered for an Applicant; it does not include text entered in the additional information field. As the user Adds Applicant Job Tracking Items to applicants' records through the Applicant Hiring View tab in Applicant Manager, they are added to the applicant job tracking history. The user can then use the Job Tracking History Summary option from the hiring view tab to produce a report that lists all of the job tracking items that have been entered for an applicant.

- **Tracking History Detail**

  The **Tracking History Detail** report contains a detailed listing of all Applicant Tracking Items that have been entered for an Applicant. As the user Adds Applicant Tracking Items to applicants' records through the Applicant Hiring View tab in Applicant Manager, they are added to the applicant tracking history. The user can use the Tracking History Detail option from the Hiring View tab to produce a report with an in-depth listing of all of the tracking items that have been entered for an applicant that are not job specific. This report is like the Tracking History Summary, except that it also includes the details of the entries (or the information the user would enter in the Additional Information field).

- **Tracking History Summary**

  The **Tracking History Summary** report is the same report as the Applicant Tracking History Detail report. The difference is that this report contains only a summary listing of all Tracking Items that have been entered for an Applicant; it does not include text entered in the additional information field. As the user Adds Applicant Tracking Items to applicants' records through the Applicant Hiring View tab in Applicant Manager, they are added to the applicant tracking history. The user can then use the Tracking History Summary option from the hiring view tab to produce a report that lists all of the tracking items that have been entered for an applicant that are not job specific.

- **Interview Guide**

  The **Interview Guide** option displays the **Interview Guide Question Listing Report**, which users may find helpful in interviewing applicants. It is organized by Question Category and Question subcategory. It has three columns: Question Number, Question Type and the Question.

- **View Tracking History**

  The View Tracking History option lists all of the tracking items that have been associated with an applicant listed under the name in the Applicant Hiring View Tab, sorted by type. Only the comment is displayed in this list; to see the details, right click on the tracking item and select the option that appears, **View Tracking Detail**. The **Applicant Job History Detail** window, **Figure 8.42** below, opens displaying all of the information entered, who entered it and when the information was entered. The data cannot be modified or deleted. Select the **OK** button to close the window and return to the Applicant Manager.

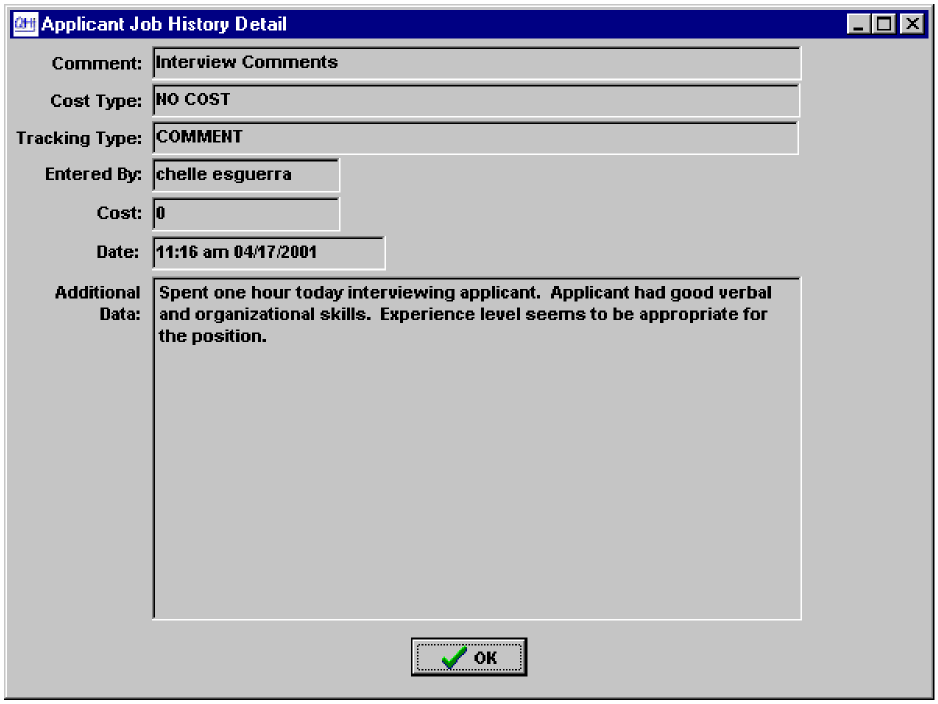


Fig. 8.42 Applicant Job History Detail

- **View Phase Results and/or View Element Scores**

The user may see a View Phase Results option and/or a View Element Scores option. The View Phase Results option allows the user to view results for each phase of the hiring process for each applicant that has applied to a specific grade. The View Element Scores option allows the user to view results for **Elements**, which are categories that users sort questions into so they can weight each individual category as part of an overall score. See Element Assignment, **Section 7.6**.

<u>View Phase Results</u>

In Data Administration, the Vacancy Phases sub-tab in the Reference Data tab allows the user to enter and maintain information about phases, other than vacancy questions, used during the hiring process. The decision to use multiple phases is then set in Vacancy Edit Wizard Step #4. If the user uses multiple phases and the user has imported the scores from the external phases into the database, the user can view the results from the Applicant Hiring View tab of Applicant Manager. The applicant's composite Total Score will be displayed to the right of the applicant's name; it consists of the weighted Vacancy score and any phases that have been imported. The Total Score is a composite score from all phases that have been completed/imported.

As with the View All Phase Results option (see **Figure 8.33**), the user will be able to see whether or not the applicant passed the phase, as it will be marked by a **green check mark icon**; the phase weight in %, his or her score and the highest possible score for that phase; the phase name; and the date the information was inputted. For applicants that failed the phase, users will see a **red "X" icon**, instead of the green check mark icon. Applicants listed that do not have phase data imported for a particular phase will show a phase node with a **yellow check icon**, the phase weight in %, his or her score and the highest possible score for that phase, the name of the phase, and the text "**No Phase Data Imported**". If an applicant does not have phase data imported, the applicant's phase score for that phase is zero; however, they remain eligible, and their Total Score reflects the scores from any phases imported/completed. Applicants that fail a phase are made ineligible. Veteran's Preference will be applied to the Total Score only.

To view an individual's Phase Scores, right click on the individual and select **View Phase Results**. Phase Scores can also be viewed for a group of applicants that have applied to a specific grade (see Grade Options: View All Phase Score Results).

Note: The user cannot use both Phasing and Standing Registers when creating a Vacancy.

<u>View Element Scores</u>

To view the scoring results for each element, the user will select the **View Element Scores** option from the right click menu. The element results will be listed under the Required Vacancy Questions phase. The user will click on the plus sign next to this phase to see the individual element scores.

The scoring of each element will contain the number of points scored out of the total number of points for the grade tab, followed by the calculated score. For example, if an applicant scored 13 out of a possible fifteen points, the element scoring will read: "Awards 13/15, 3". See **Section 7.6** Element Assignment for more information on Element Assignment.

If the Applicant Hiring View tab is accessed by double clicking on a vacancy:

- for vacancies with *phases and no elements*, the user will see a **View Phase Results** option in the applicant right click menu;
- for vacancies with both *phases and elements* assigned to each grade, the user will see a **View Element Scores** option in the applicant right click menu. The user will not see a View Phase Results option because a Staging Area must be generated to see these results.
- for vacancies with *no phases and elements*, the user will see a **View Element Scores** option in the applicant right click menu.
- for vacancies with *no phases and no elements,* the user will not see either option in the applicant right click menu.

If the Applicant Hiring View tab is accessed by double clicking on a staging area:

- for vacancies with *phases and no elements*, the user will see a **View Phase Results** option in the applicant right click menu;
- for vacancies with both *phases and elements* assigned to each grade, the user will see both a **View Phase Results** option and a **View Element Scores** option in the applicant right click menu, **Figure 8.43**.
- for vacancies with *no phases and elements*, the user will see a **View Element Scores** option in the applicant right click menu.
- for vacancies with *no phases and no elements,* the user will not see either option in the applicant right click menu.

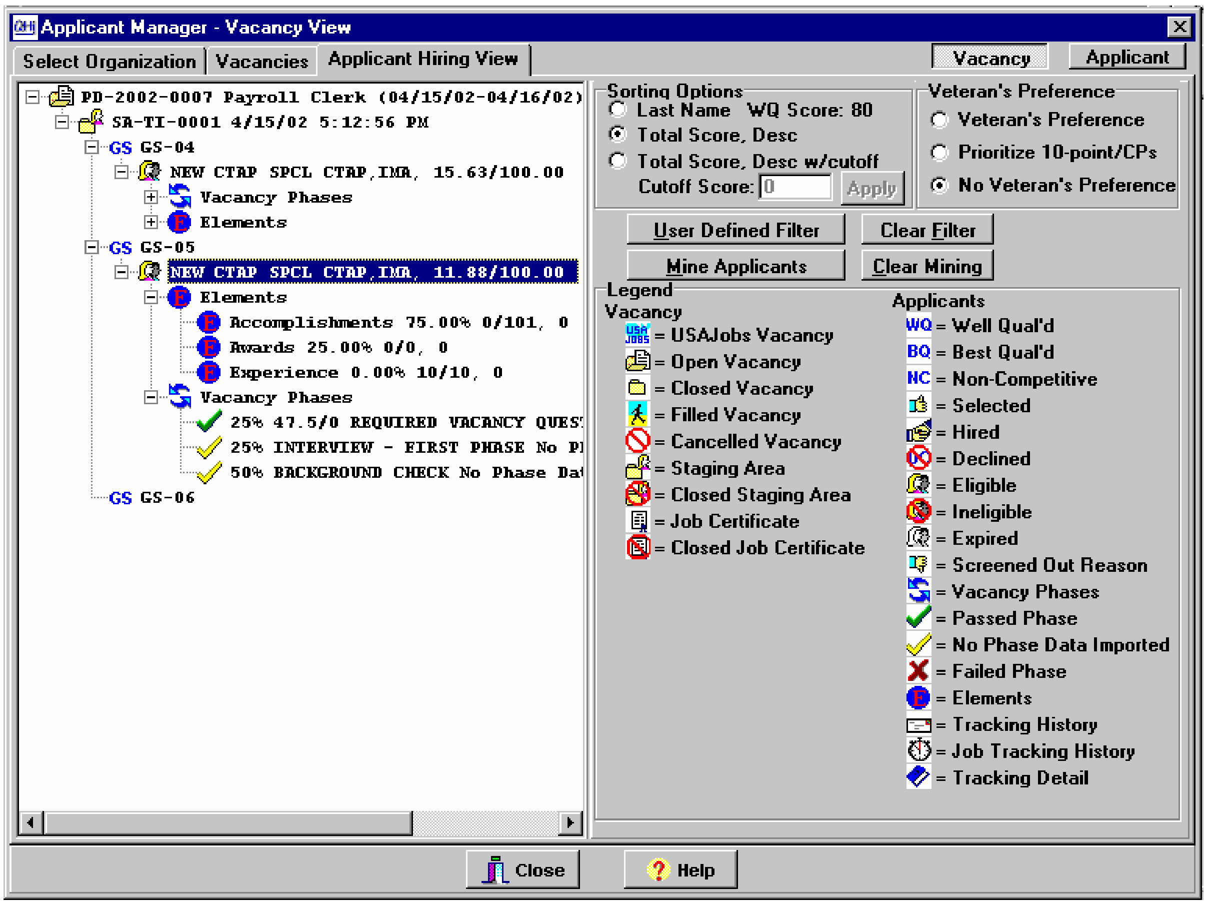


Fig. 8.43 View Phase Results option and View Element Scores Option

8.3 Applicant View

Users will see two toggle buttons in the right hand corner of the Applicant Manager window, **Figure 8.44**. This feature allows users to view either **Vacancy View**, which shows vacancies with applicants, OR **Applicant View**, which shows registered applicants. The default view is the Vacancy View. As depicted in the image below, the view selected will be displayed in both the title bar and as an active toggle button. At all times one of the buttons will be active.

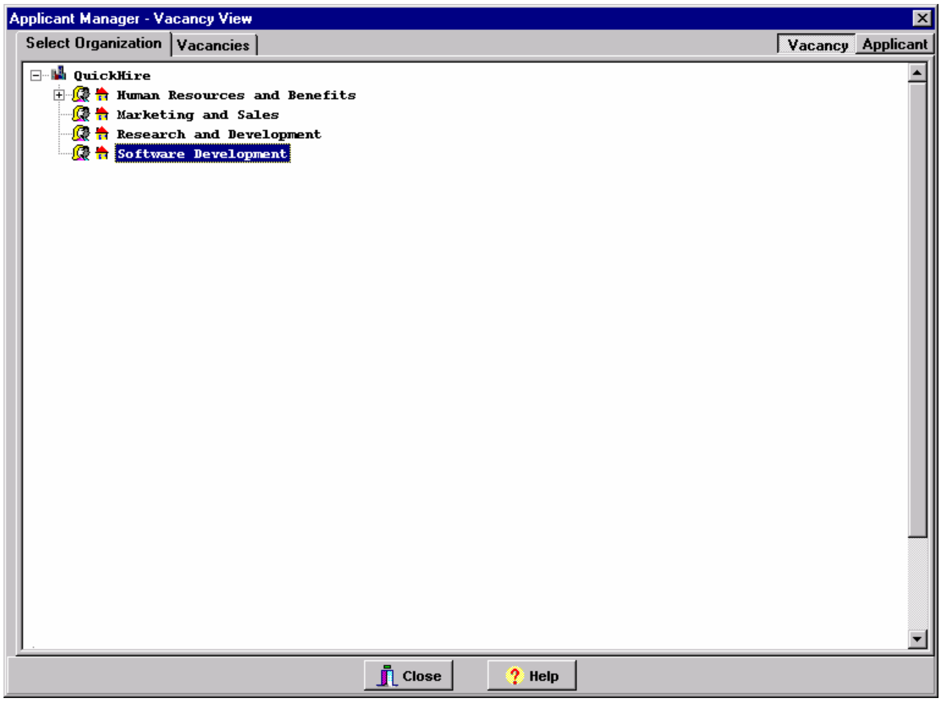


Fig. 8.44 Vacancy View: Vacancy and Applicant View Buttons

To switch between views, the user selects the inactive button that is currently toggled off. When switching views from Vacancy to Applicant, the window title will switch from "Vacancy View" to "Applicant View", and the Applicant toggle button will appear toggled on. When switching views from Applicant to Vacancy, the window title will switch from "Applicant View" to "Vacancy View" and the Vacancy button is toggled on.

If the user switches views while in the Vacancy View, the user is presented with the Applicant List tab of the Vacancy View. If the user has an applicant selected on the Applicant Hiring View tab of the Vacancy view and switches to the Applicant View, then the Applicant List tab is displayed with that applicant selected.

When a user clicks on the Applicant toggle button from the Applicant Manager, the user is presented with the **Applicant View, Figure 8.45**. By default this view will be empty of any applicant names until a user selects either the “Show All Applicants” check box, which loads all registered users of the system that have been assigned a QuickHire ID, or selects the Search button. If an applicant was selected in the Vacancy View and the user toggles to the Applicant View, then that applicant will be displayed in the **Applicant List tab**.

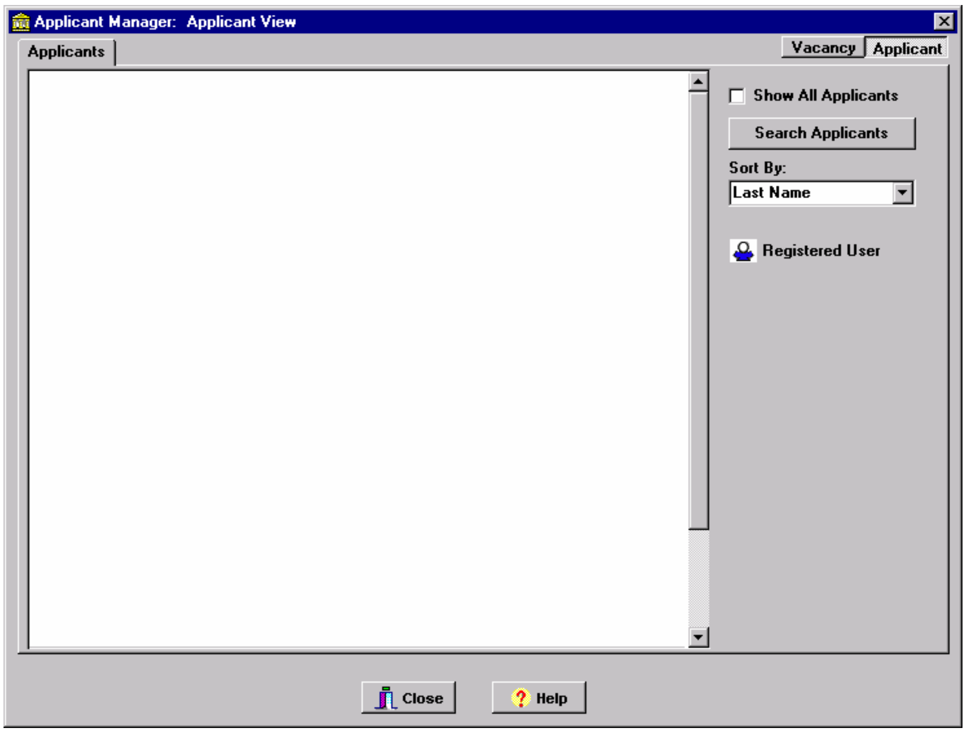


Fig. 8.45 Applicant View

The applicant list is not loaded by default to save processing time. Any users who have completed the first page of the web registration process and have been assigned a QuickHire ID will be displayed in this view, regardless of whether or not they have applied to a position. Note: Applicants are assigned a QuickHire ID when the applicant submits the Personal Information page on the web.

An applicant’s social security number, last name, first name, and middle initial are shown for each applicant. The default sorting is by last name, first name, middle initial, then by social security number. The social security number, last name, first name and middle initial displayed are as the applicant would have entered on the web, and is the latest information entered via the web. If the applicant updates this information, the change is reflected on this tab. Note: Changes that may have been done to an applicant within the Staging Area are reflected only in the staging area.

Selecting the **Show All Applicants** check box, **Figure 8.46,** will load all registered users. When this option is selected, a message window will appear notifying the user of the following "You have selected to load all registered users. This may take several minutes. Do you wish to continue?" The user will have the option to select Yes or No. Selecting **Yes** continues with the process, loading all registered users. Selecting **No**, cancels the selection of the check box, and the view remains the same. The user also has the ability to sort the listing by Last Name or Social Security Number. All applicants appear with the "Registered User" icon.

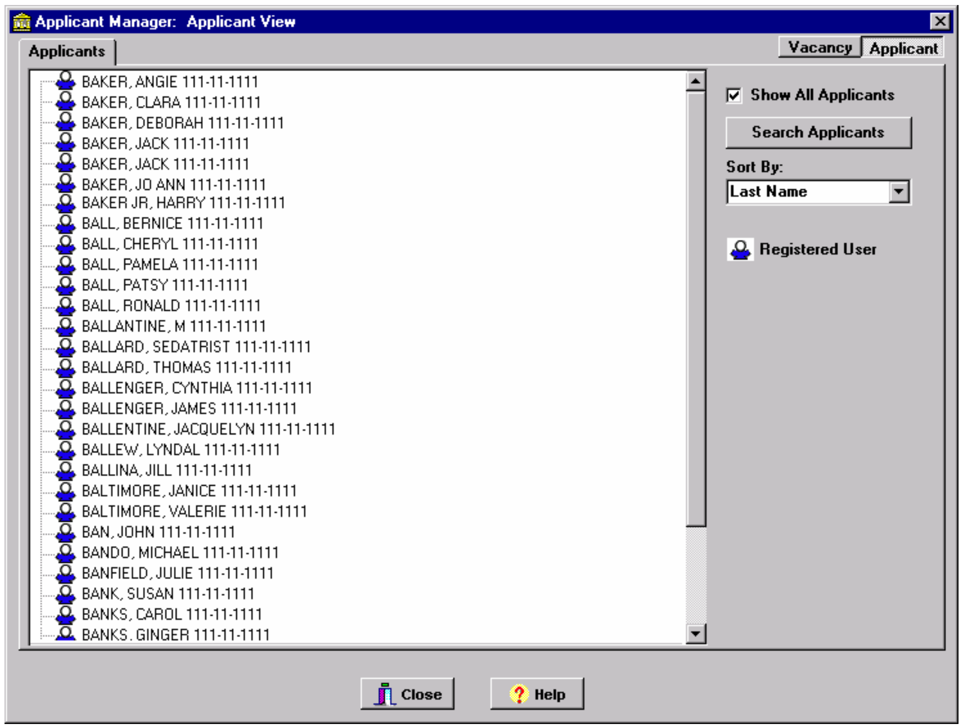


Fig. 8.46 Show All Applicants

If the users selects the **Search Applicants** button, the "Show All Applicants" check box, if checked, becomes unchecked, and the **Applicant Search** window appears, **Figure 8.47**. The user will be able to search the applicant listing by first name, last name, or social security number, by selecting the appropriate value from the Search Field. The user must then enter the text to search for in the Search Value edit box. To perform the search, the user selects the **Find Now** button. Any records found in the Search Field that contain the text entered in the Search Value box will be displayed. For example, if the user selects to search on Last Name, and enters "Baker" as the last name, the result set will include anyone who has the baker as part of their last name, i.e. Baker, Baker-Benson, Baker JR, Harbaker, etc. Searches are not case sensitive. Clicking the **Clear Search** button in the Applicant Search window will clear an existing search.

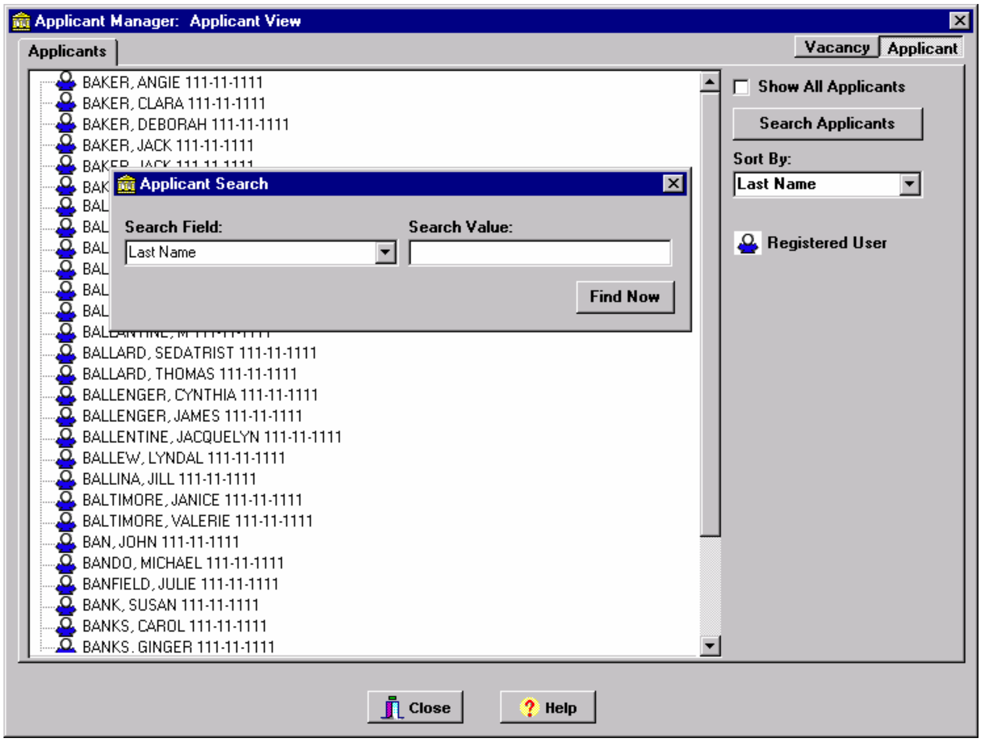


Fig. 8.47 Applicant Search

To remove a search after an applicant has been found, click on the **Show All Applicants** check box and select yes in the pop-up window to again display the full applicant listing, or click on the **Search Applicants** button, select the **Clear Search** button and close the window. If the user selects the Search Applicants button again, the Search Window will appear with the previously entered search criteria. Users can edit this information to find another applicant. The search is performed on the list of registered users at all times, and not on the currently displayed list of users displayed in the Applicant List tab.

The user will see the **Applicant List Tab**, and the Applicant's Last Name, First Name, and Middle Initial will appear in the title bar of the Applicant View. The Vacancies Applied, SA/Certs tab (if applicable) and Applicant History tabs will also appear when an applicant's name is selected. This text changes if another applicant is selected or if the Show All Applicants check box is selected. If the Show All Applicants check box is selected, then no applicant name will appear unless an applicant is selected.

By right clicking on the applicant's name, users will see one or two options: **View Applicant's Login Data** and/or **Email Applicant**. View Applicant's Login Data is only available to users having the **Data Administration Permission**. When the user selects the **View Applicant's Login Data** option, **Figure 8.48**, a window for Applicant Login Data appears with the Applicant's Name (Last Name, First Name, and Middle Initial), QuickHire ID, Password, Secret Question, Secret Answer and Email address. The Secret Question/Secret Answer feature allows applicants more security when they want to change or have forgotten their password. If they have forgotten their password and navigate the "Forgot your password" feature in the Web Application, their password is changed to their Secret Answer, and the applicant is asked to login and update their password as soon as possible. Note: Existing profiles prior to implementing this Secret Question/Secret Answer feature will not show a secret question or answer here.

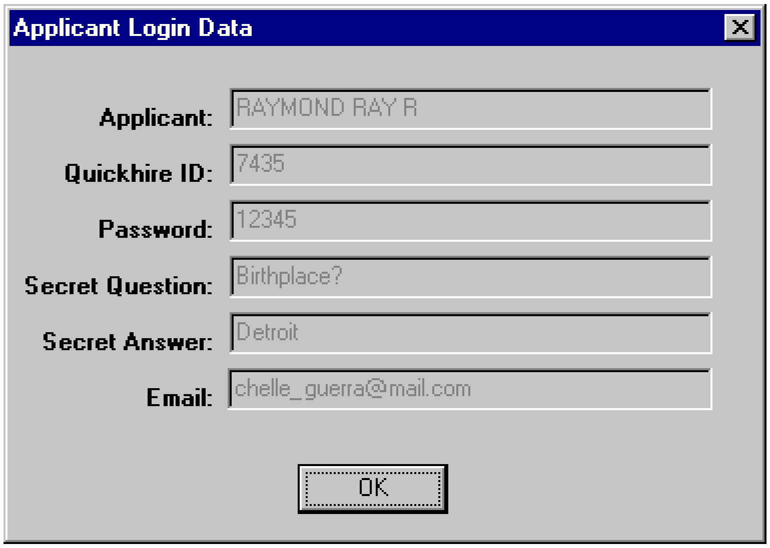


Fig. 8.48 Applicant Login Data

The values as entered by the applicant via the web are displayed. (Any changes made in a Staging Area are not reflected here). None of the values are editable from this window. To close the window, the user should select the **OK** button. The Email Applicant option works similar to the Email Applicant option in the Vacancy View of Applicant Manager (see **Section 8.2.3.4**). Selecting **Email Applicant** will bring up the QuickHire Correspondence window. The applicant's email address will automatically appear in the "To" box. Unlike the Email Applicant feature used in the Vacancy View, if the user right clicks in the Message text box, only one option will be available: Applicant Information; this is because this information is not tied to a specific organization or vacancy. If Applicant Information is selected, a submenu will appear with the following options: Insert Applicant Address, Insert Applicant First Name, Insert Applicant Last Name, Insert Applicant SSN, and Insert Vet Pref Eligibility.

The **Vacancies Applied Tab, Figure 8.49,** lists all vacancies that a selected applicant has applied to. This tab is only visible to users if an applicant's name has been selected from the Applicant List tab. By clicking on the Vacancies Applied tab, all vacancies the applicant applied to will appear. Information will appear in the view according to the following order: Applicant, Organization, Department, Series, Vacancy, Grades Applied, and Staging Area. These are called nodes. A pop up menu option to "Expand All" will be available when selecting each node and right clicking. Only vacancies that are within the organization and department permissions assigned to the current user, and meeting the option selected from the Applicant Manager View window will be displayed.

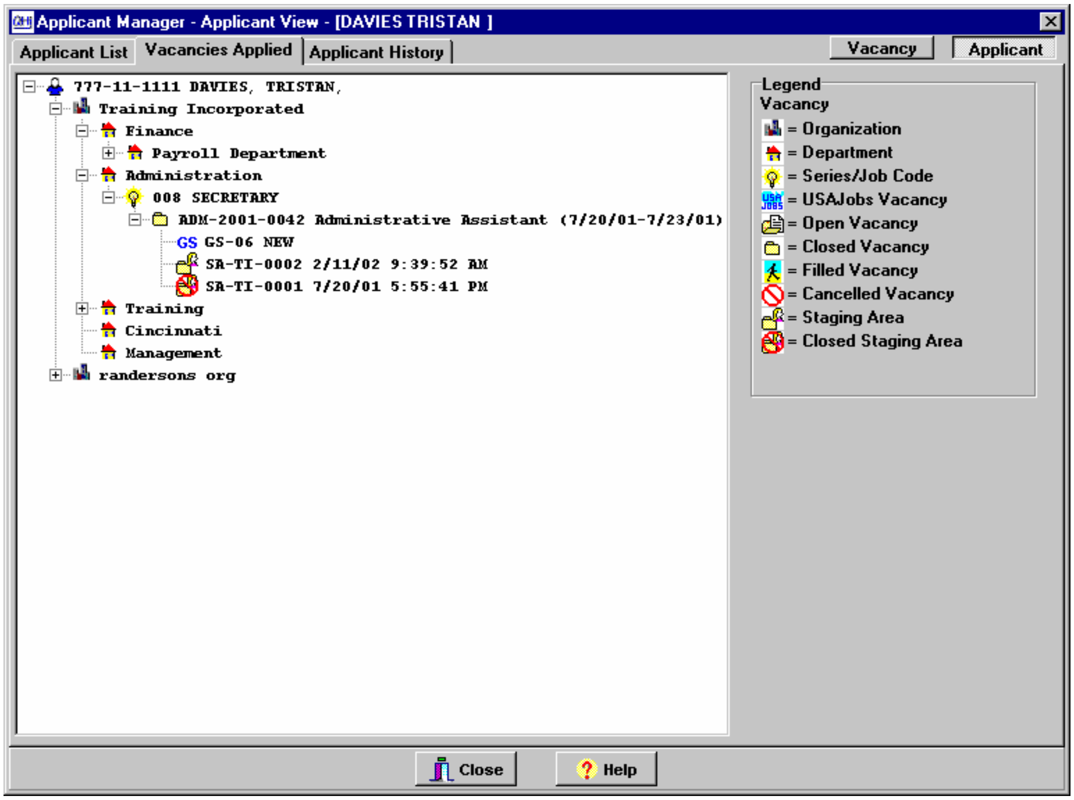


Fig. 8.49 Vacancies Applied Tab

The Vacancies Applied tab is for viewing data only. To modify the applicant, view a staging area or a certificate, the user must click on the Vacancy toggle button and edit the information in the Vacancy View.

The Vacancies Applied tab is linked to Vacancy View depending on the node that is currently selected on the Applicant View:

- If the *Applicant node* is selected and the Vacancy toggle button is clicked, the view switches to the *Select Organization tab* of the Vacancy View with no organization highlighted or expanded.
- If the *Organization node* is selected and the Vacancy toggle button is clicked, the view switches to the *Select Organization tab* of the Vacancy View with the Organization highlighted and expanded to show all Departments and any child Organizations.
- If a *Department node* is selected and the Vacancy toggle button is clicked, the view switches to the *Vacancies tab* of the Vacancy View with the Department highlighted and expanded to show all of the series with jobs.
- If a *Series node* is selected and the Vacancy toggle button is clicked, the view switches to the *Vacancies tab* of the Vacancy View with the series highlighted and expanded to show all of the vacancies in the selected series.
- If a *Vacancy node* is selected and the Vacancy toggle button is clicked, the view switches to the *Vacancies tab* of the Vacancy View with the vacancy highlighted and expanded to show all of the staging areas, if any, for the selected vacancy.

If no staging areas exist, then the tree is expanded to the vacancy level and that vacancy is highlighted.

- If a *Grade node* is selected and the Vacancy toggle button is clicked, the view switches to the *Vacancies tab* of the Vacancy View. The vacancy will be highlighted and expanded to show all staging areas, if any, for the selected vacancy.
- If a *Staging Area node* is selected and the Vacancy toggle button is clicked, the view switches to the *Applicant Hiring View tab* of the Vacancy View. The staging area will be highlighted and expanded to show all grades and applicants that applied to each grade.

The **SA/Certs Tab** of the Applicant View, **Figure 8.50,** displays the certificates that have been created in the staging area selected from the Vacancies Applied tab. This tab is only visible to the user when a staging area has been selected on the Vacancies Applied tab. By clicking on the SA/Certs tab, only certificates that the applicant appears on will be displayed. Information will appear in the view according to the following order: Applicant, Vacancy, Staging Area, Certificate, and Certificate Grade(s). A pop up menu option to "Expand All" will be available when selecting each node and right clicking. The SA/Certs tab is for viewing data only, to modify the applicant, view a staging area or a certificate, the user must click on the Vacancy toggle button.

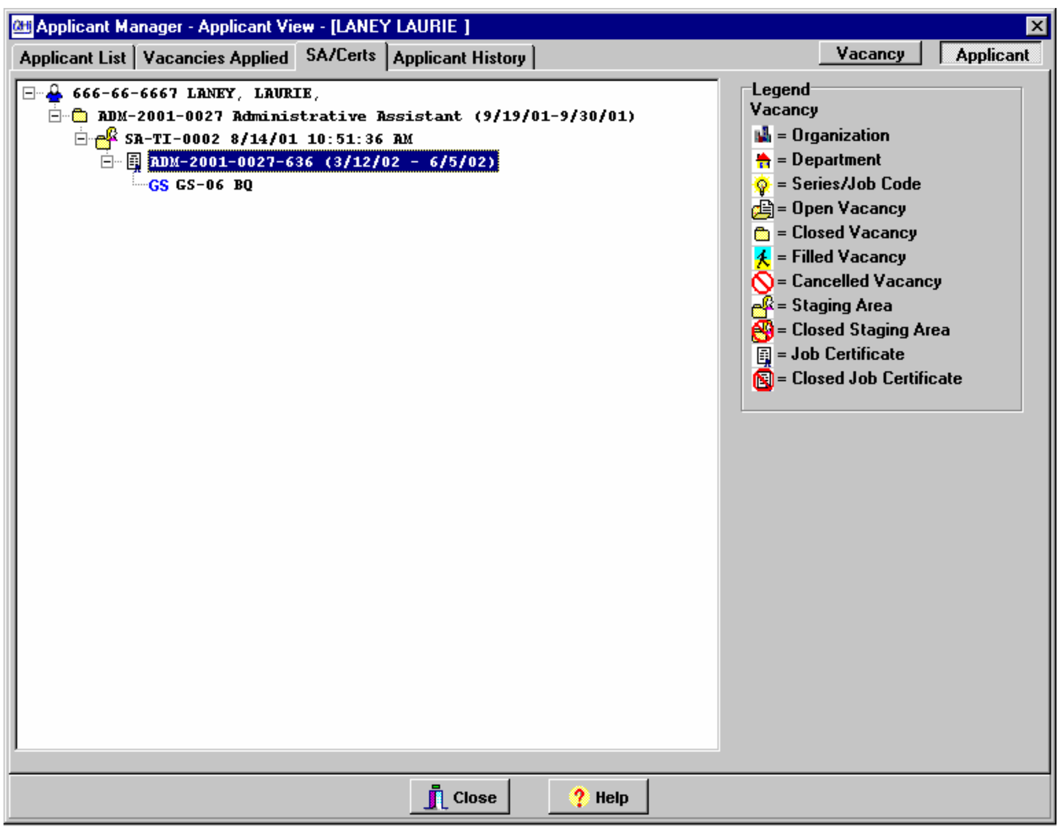


Fig. 8.50 SA/Certs Tab

The SA/Certs tab is linked to Vacancy View depending on the node that is currently selected on the Applicant View:

- If the *Applicant node* is selected and the Vacancy toggle button is clicked, the view switches to the *Select Organization tab* of the Vacancy View. No organization is selected or expanded.
- If a *Vacancy node* is selected and the Vacancy toggle button is clicked, the view switches to the *Vacancies tab* of the Vacancy View with the vacancy highlighted and expanded to show all of the staging areas for the selected vacancy.
- If a *Staging Area node* is selected and the Vacancy toggle button is clicked, the view switches to the *Applicant Hiring View tab* of the Vacancy View. The staging area will be highlighted and expanded to show all grades and applicants that applied to each grade.
- If a *Certificate node* is selected and the Vacancy toggle button is clicked, the view switches to the *Applicant Hiring View tab* of the Vacancy View. The certificate will be highlighted and expanded to show applicants that are on the certificate by grade.
- If a *Certificate Grade node* is selected and the Vacancy toggle button is clicked, the view switches to the *Applicant Hiring View tab* of the Vacancy View. The grade will be highlighted and expanded to show all applicants that are on the certificate for the selected grade.

The **Applicant History Tab, Figure 8.51,** allows users to view both Applicant Tracking and Applicant Job Tracking history records for a selected applicant. This tab is only available if an applicant was selected on the Applicant List tab. The name of the applicant selected will appear in the title bar of the Applicant Manager. When selecting the Applicant History tab, the tab is clear of any data or selections. Users must select either a radio button to show all tracking records, applicant tracking, or applicant job tracking, and/or search by a selected field.

- The fields available for search are: Date, User ID, Description (comment entered for the tracking history item), and Vacancy Number.
- The user should enter the text they are searching for in the Search Text field. This text is not case sensitive. Records found will include all records whose selected search field contains the text entered, so that even partial matches of the field are part of the result set.

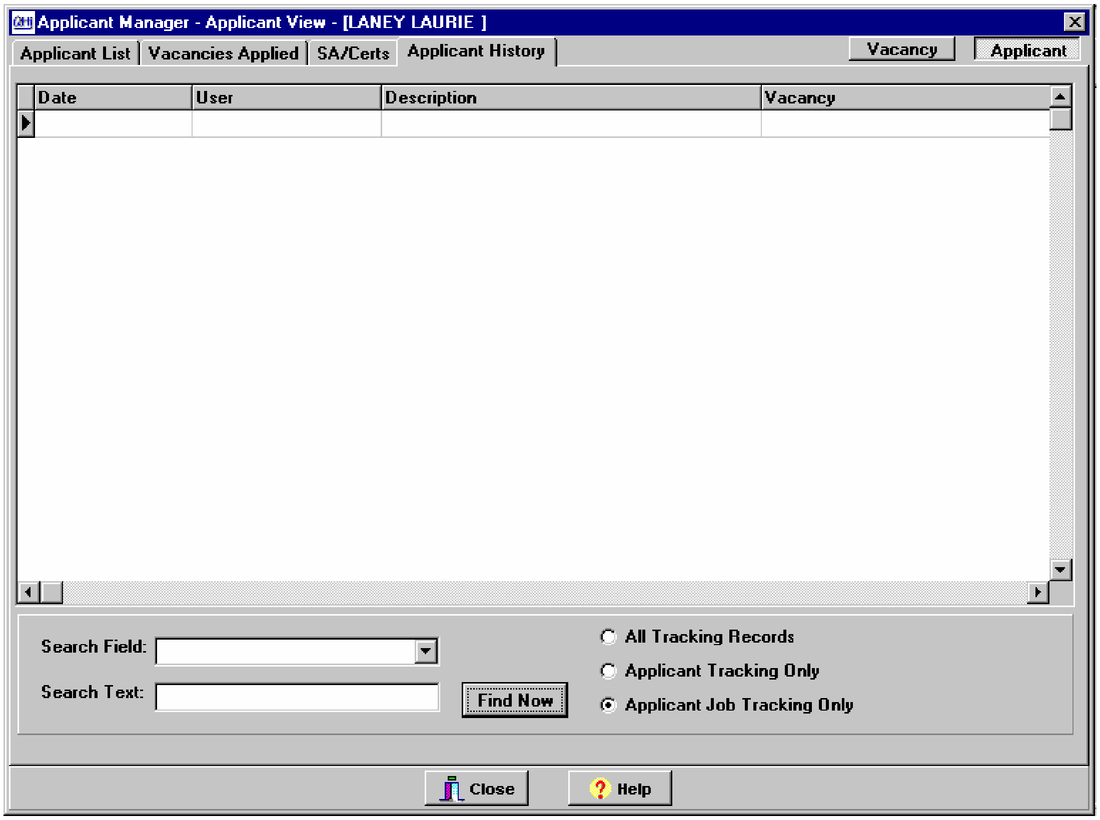


Fig. 8.51 History Tab

After the user has selected the Search Field, entered the Search Text, and selected the tracking record type to search, selecting the **Find Now** button performs the search. Search results are only displayed for the applicant selected in the Applicant List tab. See **Figure 8.52**. This data is not editable. All records meeting the search criteria, if any, will be displayed to the user. This is irrespective of their organization and department permissions, or the selection made in the Applicant Manager View window option. Since editing is not permitted from this window, there is no affect to the data. In addition, if the user toggles between views from this tab, the user is taken to the Organization tab of the Vacancy View, where he must select an organization/department available based on his permissions prior to viewing vacancy data. Records will be listed by date in descending order, from most recent date to earliest.

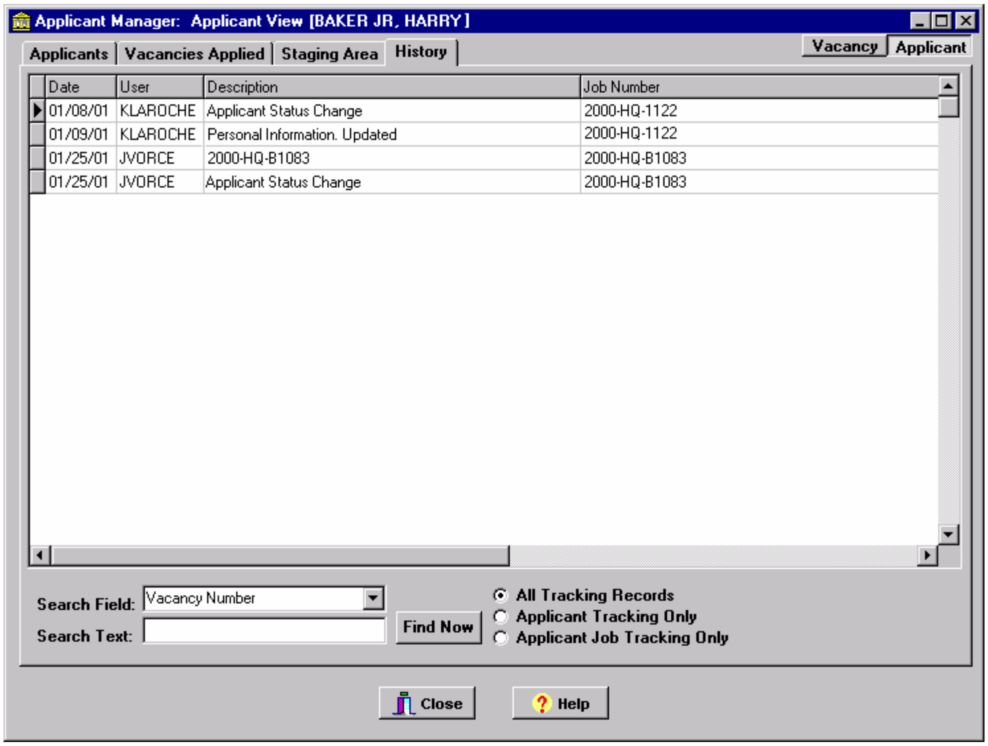


Fig. 8.52 History Tab: Search Results

8.4 Chapter Summary

The QuickHire® Applicant Manager is a tool used to work with a scored and ranked list of applicants for each vacancy within an organization. Applicant Manager is comprised of three tabs (Select Organization, Vacancies and Applicant Hiring View tabs) and two buttons (Vacancy and Applicant buttons). The three tabs are used to select the organization and vacancy, as well as work with the list of applicants. In addition to being able to add preference points to scores, sort, filter and mine the lists of vacancies and applicants, and view phase and element scores, other options can be accessed by right clicking on a vacancy or an applicant. This will bring up a list of Vacancy functions or Applicant functions, depending on which was selected, that allows users to change the status of applicants as they progress through the hiring process, send emails to applicants and Selecting Officials, generate reports and generate Final Job Certificates. The functions enabled depend on the rights of the user and the choice made in the Applicant Manager View window. The Vacancy and Applicant buttons in Applicant Manager allow the user to toggle between the Vacancy View and the Applicant View. The Vacancy View is the view comprised of the Select Organization, Vacancies and Applicant Hiring View tabs. The Applicant View allows the user to search for an applicant by applicant name or by social security number, to see all jobs an applicant has applied for and to see any history tracking items related to the applicant.

CHAPTER 9
REPORTING TOOLS

9.0 Overview

QuickHire® provides a complete reporting package comprised of a series of standard reports and tools to create Ad Hoc reports by querying the database and generating information about responses by Data Mining. This chapter will discuss each of the report types and display sample reports. It will also include a section devoted to creating Ad Hoc Reports.

Users must have the user permissions for reporting before accessing any standard reports. The reporting module is accessed through **Report** from the Main Menu. The reports are separated into four categories: Applicant, Organization, Vacancy and Demographic, as well as the Ad Hoc Report Tool.

The standard and ad hoc reports have a similar format in that they have a row of VCR buttons at the top left hand corner to choose page view preferences; navigate between pages; select print options; and save, open or close the report, see **Figure 9.1** below. By placing the pointer over an icon and holding it there, the name/function of the icon pops up to identify it.

Fig. 9.1 Tool Bar

The icons in **Figure 9.1** above are as follows from left to right:

Icon	Description of Icon
Zoom to Fit	Changes the view of the report so that the entire first page is displayed in the window.
Zoom to 100%	Changes the view of the report to a more close up view of the report.
Zoom to Page Width	Changes the view so that both left and right sides of the report are displayed in the window.
VCR Button – First Page	Displays the first page of the report.
VCR Button – Previous Page	Brings the user to the previous page.
VCR Button – Next Page	Brings the user to the next page.
VCR Button – Last Page	Displays the last page of the report.
Printer Setup	Opens the Windows© Printer setup window.
Print	Sends the report to the printer.
Save	Opens the Save dialog window so that the displayed report and its associated data can be saved to a file.
Load	Opens the Load dialog window so that a previously saved report can be opened.
Close	Closes the report window.

When selecting to **Close** a report, the user does not completely exit the report but is returned to the Selection Criteria window from which the user may run that report type again using different criteria or select **Cancel** to exit.

9.1 Applicant Reports

Applicant Reports provide users with the ability to assess applicants, gather demographic data, review scoring and ranking information, and generate screen out data. To access the Applicant Reports, click on Applicant in the Report menu. A list of the reports in this category will appear to the right. Click on the desired report.

9.1.1 Applicant Assessment Report

The **Applicant Assessment Report** provides an overview of each applicant who has applied to a vacancy listing. When the user selects this report, the **Applicant Assessment Report Selection Criteria** window will appear**, Figure 9.2**. By clicking on the plus sign to the left of the Organization and Job Code or Occupational Series to expand the list, the user should select the vacancy. Click the **OK** button to generate the Applicant Assessment Report.

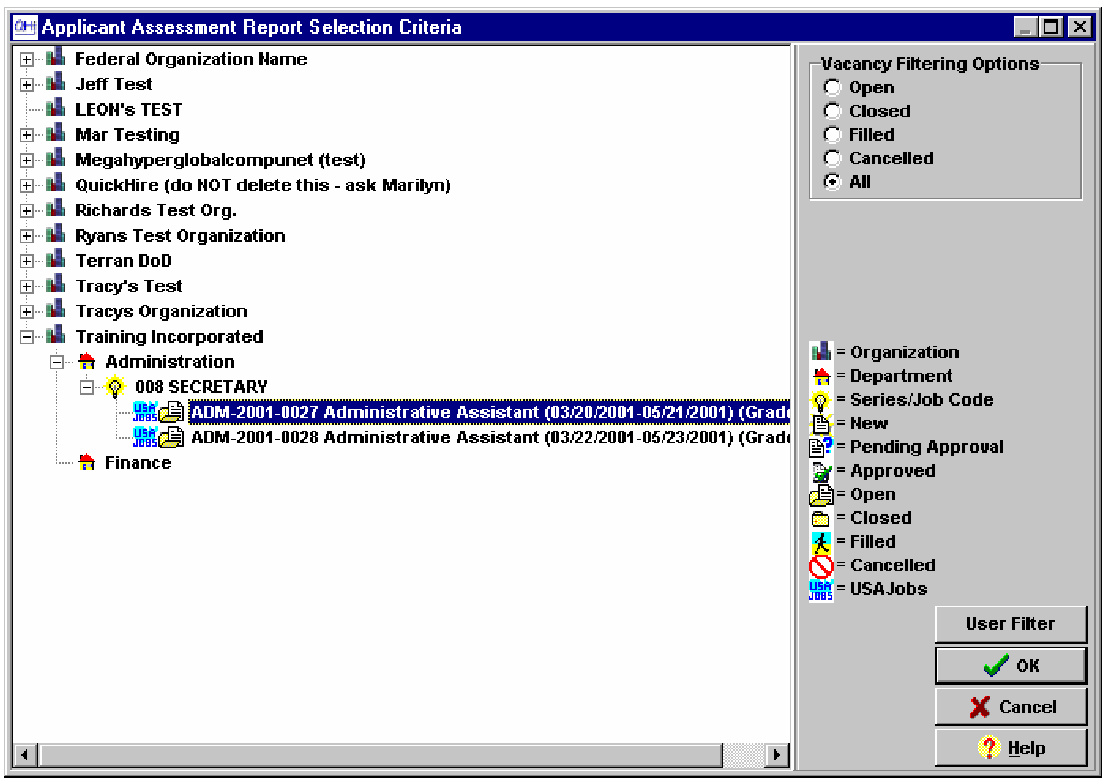


Fig. 9.2 Applicant Assessment Report Selection Criteria

See **Figure 8.41** to see this report and **Section 8.2.3.4** for steps to open this report in Applicant Manager. A report for each applicant appears with the Vacancy Number, Vacancy Description, Applicant Name, Duty Location, Grade(s) selected to apply to, Vacancy Questions and Vacancy Answers. The number of total pages and the number of the page being viewed shows in the bottom right-hand corner of the window. This may not correspond to the number of applicants that have applied, as applications may be more than one page. This report is also accessible through the Applicant Manager.

9.1.2 Master Detail Report

The **Master Detail Report** provides users the ability to view the names and scores for all individuals that applied to a vacancy. The applicants are grouped together based on the vacancy for which they applied. If question-grade associations were used in the vacancy, applicants and their scores are also separated by grade. When the user selects Master Detail from the Applicant submenu, the Organization Selection window opens. Select an organization and click on the **OK** button.

The report, **Figure 9.3**, will appear containing general vacancy information, the name of each applicant and their score. No veterans preference is added in this report. As long as a vacancy has had at least one individual apply to it, the vacancy will appear on the Master Detail Report, regardless of the status of the vacancy. All applicants who were screened out will receive a "0" as their score.

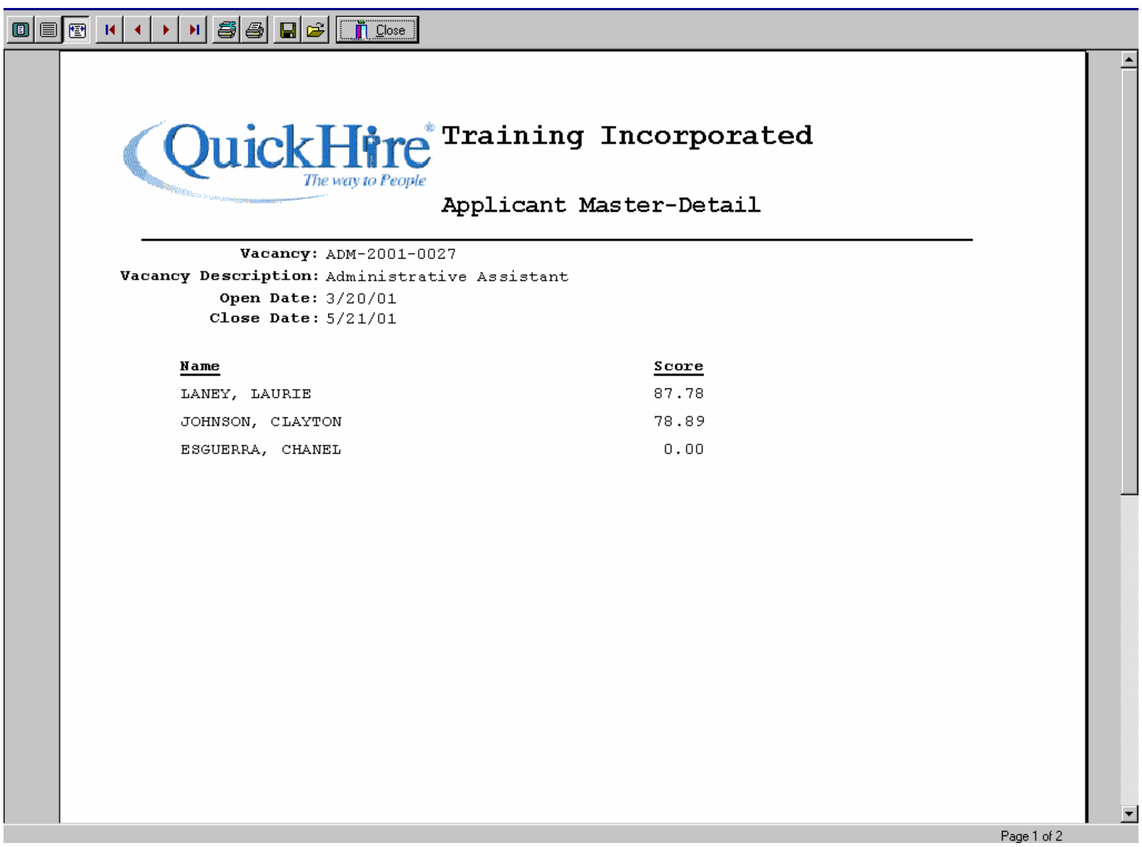
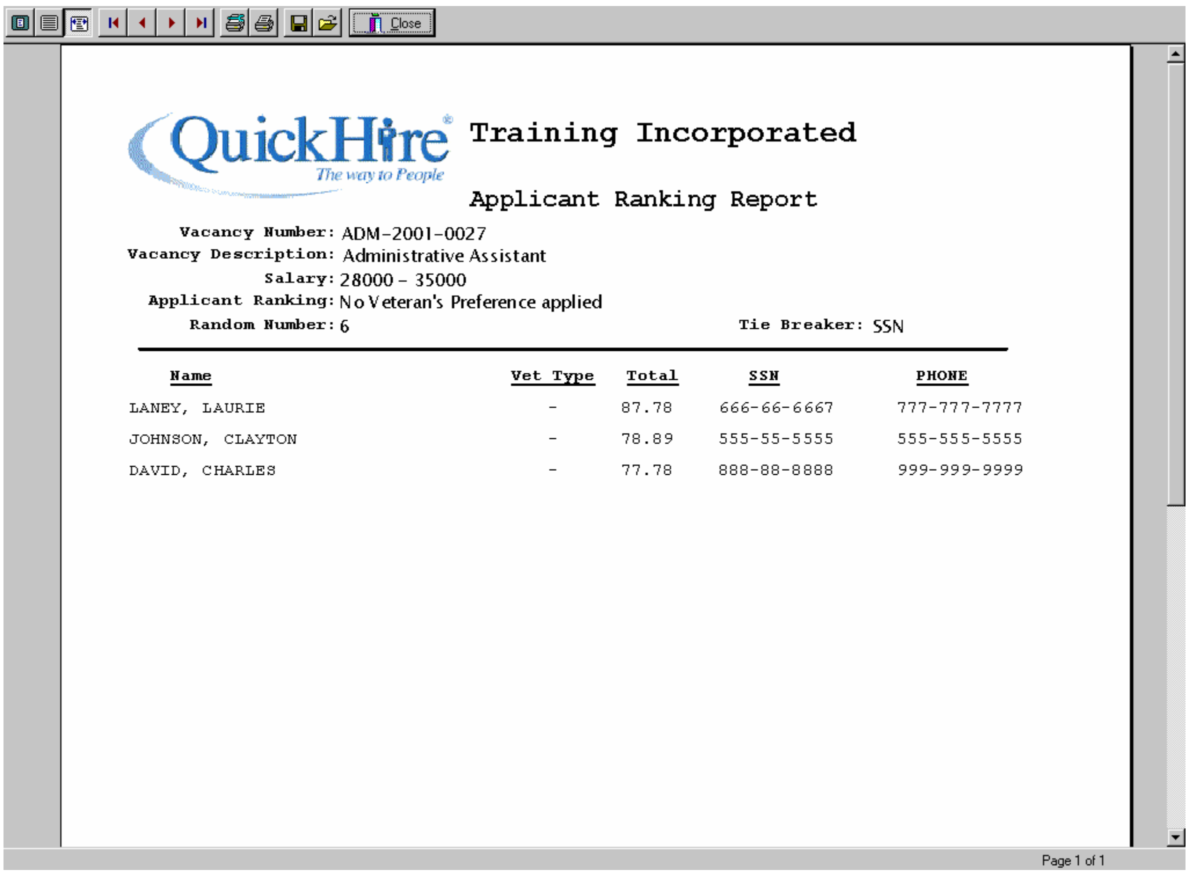


Fig. 9.3 Master Detail Report

9.1.3 Applicant Ranking Report

The **Applicant Ranking Report**, **Figure 9.4**, Displays the Vet Type (if any), Total Score, SSN, and Phone Number for each applicant for the selected vacancy in a ranked order based on score. It also enables the user to apply Veteran's Preference points, which will affect the total score, as well as the ranking, of those Applicants who are eligible to receive the points. Selecting **Ranking** from the Applicant submenu will lead to the **Applicant Ranking Report Selection Criteria** window. Select the vacancy, using Vacancy Filter as desired to narrow down the list of vacancies from which to select. Select the appropriate Veteran's Preference button; the three options are Veteran's Preference, Prioritize10-Points/CPs and Rank By Score. Click on the **OK** button.


Training Incorporated

Applicant Ranking Report

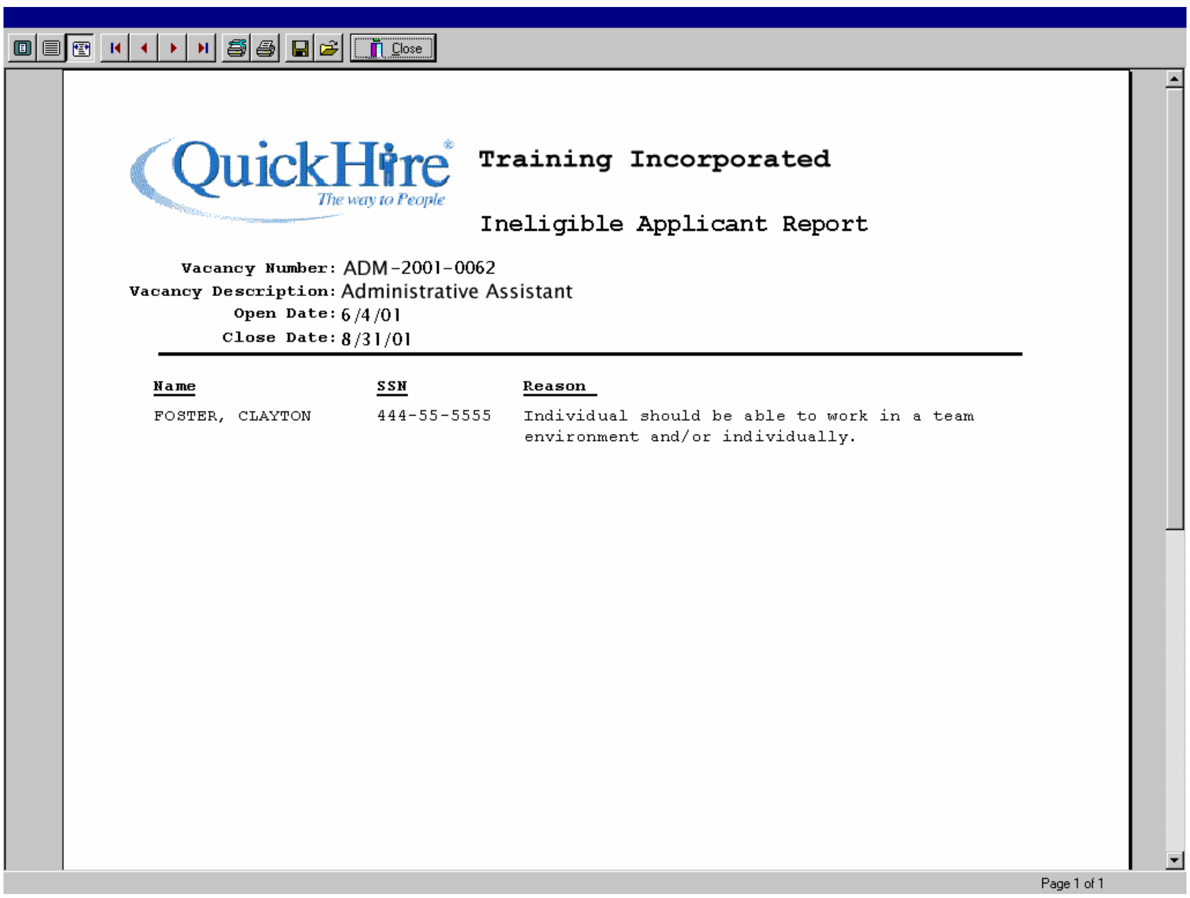
Vacancy Number: ADM-2001-0027
Vacancy Description: Administrative Assistant
Salary: 28000 - 35000
Applicant Ranking: No Veteran's Preference applied
Random Number: 6 Tie Breaker: SSN

Name	Vet Type	Total	SSN	PHONE
LANEY, LAURIE	-	87.78	666-66-6667	777-777-7777
JOHNSON, CLAYTON	-	78.89	555-55-5555	555-555-5555
DAVID, CHARLES	-	77.78	888-88-8888	999-999-9999

Fig. 9.4 Applicant Ranking Report

9.1.4 Ineligible Applicant Report

The **Ineligible Applicant Report**, **Figure 9.5**, which is sorted by grade, lists the applicants that were screened out or ineligible for a particular vacancy, the reason they were screened out or ineligible, and their SSN. The Ineligible Applicant Report is one of the Applicant Reports available through the Report main menu. It can also be run from the Applicant Hiring View Tab of Applicant Manager (see Section 8.2.3.1). After selecting Ineligible Applicant from the Applicant submenu, the **Applicant Screen Out Report Selection Criteria** window appears. Select a vacancy, using Vacancy Filter as desired to narrow down the list of vacancies from which to select, and click on the **OK** button.


Close

Training Incorporated

Ineligible Applicant Report

Vacancy Number: ADM-2001-0062
Vacancy Description: Administrative Assistant
Open Date: 6/4/01
Close Date: 8/31/01

Name	SSN	Reason
FOSTER, CLAYTON	444-55-5555	Individual should be able to work in a team environment and/or individually.

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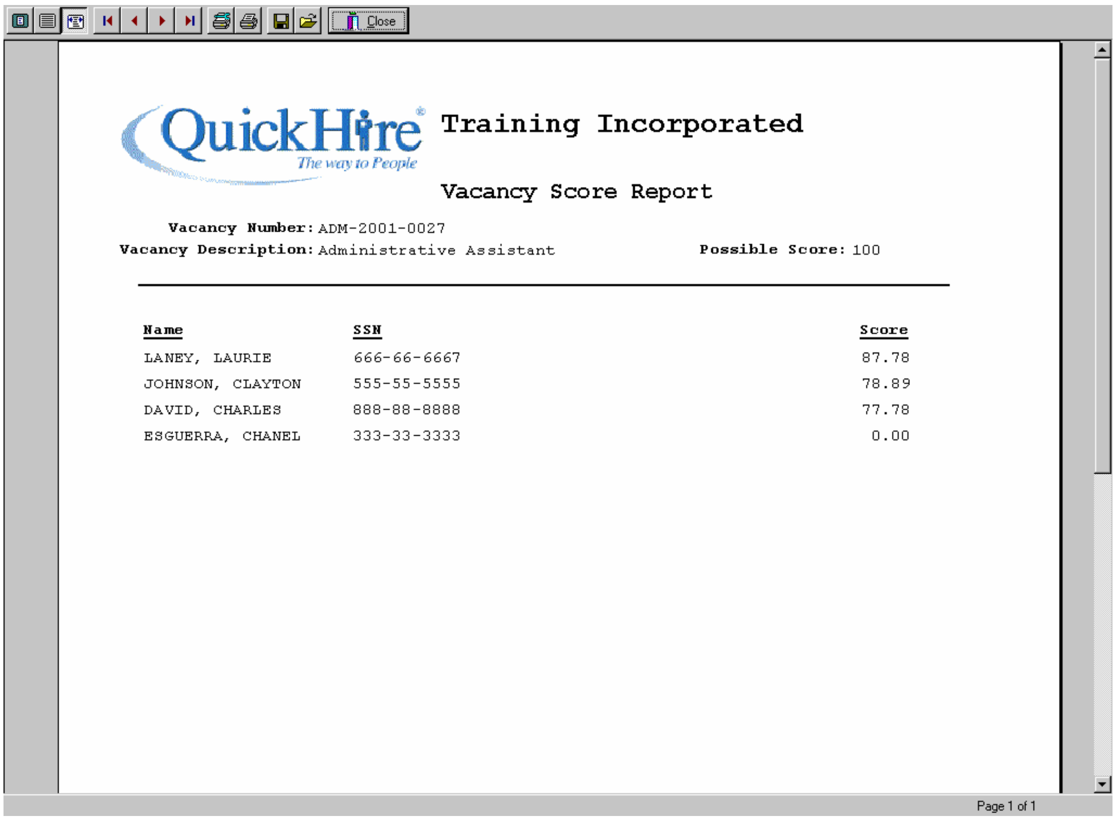
Fig. 9.5 Ineligible Applicant Report

9.1.5 Applicant Score Review Report

The **Applicant Score Review Report**, **Figure 9.6**, is a summary of the scores of applicants that completed an application for a vacancy. The report also notes the highest Possible Score. After selecting Score Review Report from the Applicant submenu, the **Applicant Score Review Report Selection Criteria** window appears. Select the vacancy, using Vacancy Filter as desired to narrow down the list of vacancies from which to select, and select **OK.** This report which is also called the Vacancy Score Report, is also accessible via Applicant Manager (see **Section 8.2.3.1**).


Training Incorporated

Vacancy Score Report

Vacancy Number: ADM-2001-0027
Vacancy Description: Administrative Assistant **Possible Score:** 100

Name	SSN	Score
LANEY, LAURIE	666-66-6667	87.78
JOHNSON, CLAYTON	555-55-5555	78.89
DAVID, CHARLES	888-88-8888	77.78
ESGUERRA, CHANEL	333-33-3333	0.00

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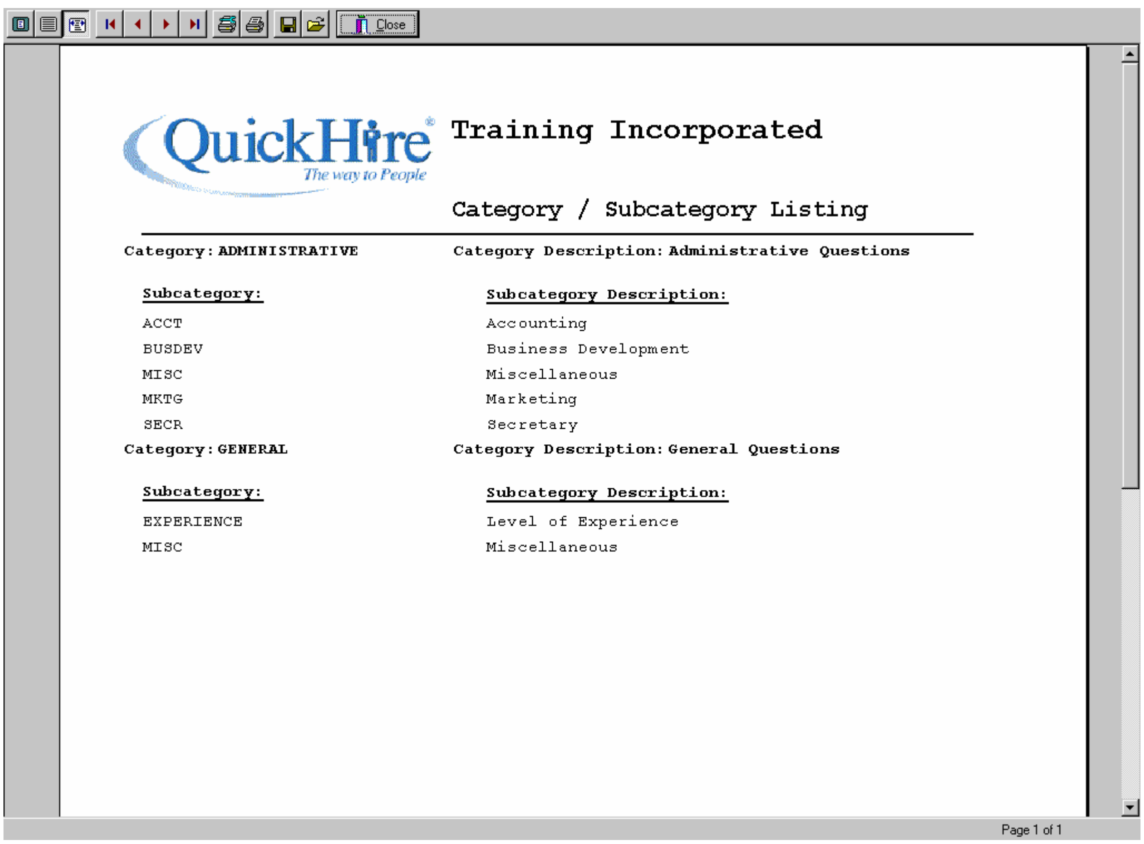
Fig. 9.6 Applicant Score Review Report

9.2 Organization Reports

Organization Reports provide users with the ability to view the organization's list of questions and question categories/subcategories, details of the organization's contact information, vacancy status, listing and cost information, series/job codes, templates, as well as core questions. To access the Organization Reports, click on **Organization** in the Report menu. A list of the reports in this category will appear to the right. Click on the desired report.

9.2.1 Category/Subcategory Listing Report

The **Category/Subcategory Listing Report**, **Figure 9.7**, is a listing of all the question categories and subcategories available for a selected organization. This report displays each Category and its Description, as well as the corresponding Subcategories and their Descriptions. Select **Categories/Subcategories** from the Organization submenu, highlight the organization and click on the **OK** button.


Close

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Training Incorporated

Category / Subcategory Listing

Category: ADMINISTRATIVE   Category Description: Administrative Questions

Subcategory:	Subcategory Description:
ACCT	Accounting
BUSDEV	Business Development
MISC	Miscellaneous
MKTG	Marketing
SECR	Secretary

Category: GENERAL   Category Description: General Questions

Subcategory:	Subcategory Description:
EXPERIENCE	Level of Experience
MISC	Miscellaneous

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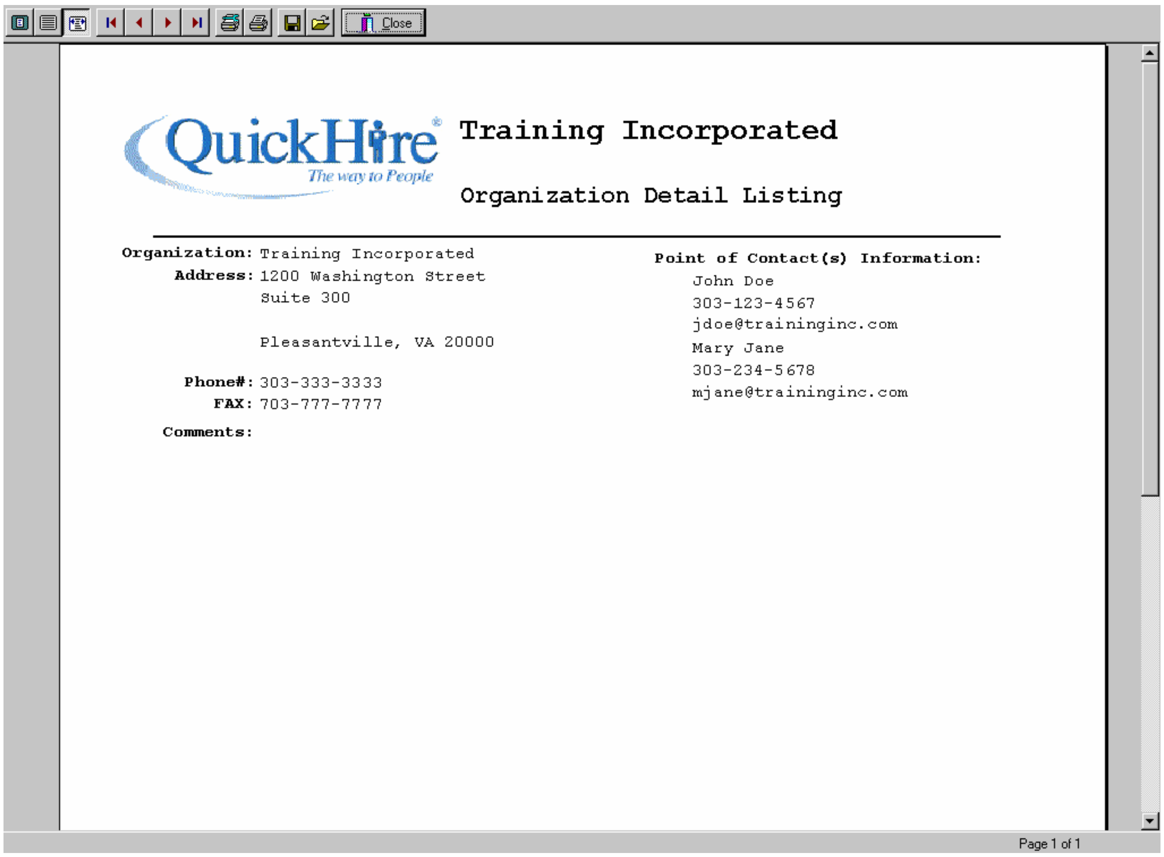
Fig. 9.7 Category/Subcategory Listing Report

9.2.2 Organization Detail Listing Report

The **Organization Detail Listing Report**, **Figure 9.8**, displays information about the selected organization, including address, phone number, fax number, and POC information as entered in Data Administration. Select **Organization Listing** from the Organization submenu, highlight the organization and click on the **OK** button.


Close

Training Incorporated

Organization Detail Listing

Organization: Training Incorporated
Address: 1200 Washington Street
Suite 300

Pleasantville, VA 20000

Phone#: 303-333-3333
FAX: 703-777-7777
Comments:

Point of Contact(s) Information:
John Doe
303-123-4567
jdoe@traininginc.com
Mary Jane
303-234-5678
mjane@traininginc.com

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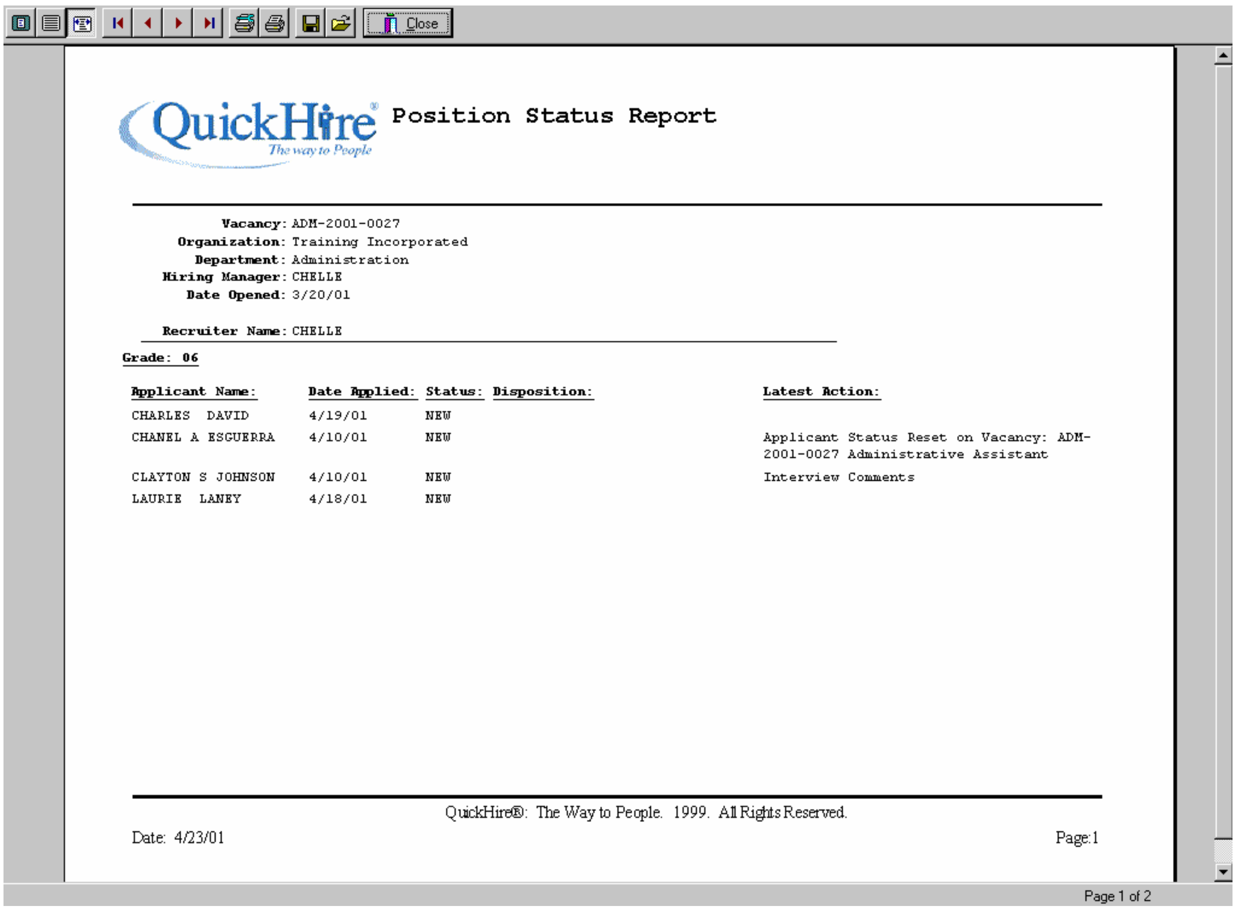
Fig. 9.8 Organization Detail Listing Report

9.2.3 Position Status Report

The **Position Status Report** , **Figure 9.9**, contains all the information pertaining to a specific vacancy such as the Vacancy Number, Organization, Department, Hiring Manager, Date Opened, and the Recruiter. All the applicants who applied for that position and all related information such as: Date Applied, Status of Applicant, Disposition of Applicant, and Latest Action are also listed. To run the report, select **Vacancy** from the Report main menu. From the submenu select the **Position Status** option. Choose the organization on which to run the report. Select the **OK** button.


Position Status Report

Vacancy: ADM-2001-0027
Organization: Training Incorporated
Department: Administration
Hiring Manager: CHELLE
Date Opened: 3/20/01

Recruiter Name: CHELLE

Grade: 06

Applicant Name:	Date Applied:	Status:	Disposition:	Latest Action:
CHARLES DAVID	4/19/01	NEW		
CHANEL A ESGUERRA	4/10/01	NEW		Applicant Status Reset on Vacancy: ADM-2001-0027 Administrative Assistant
CLAYTON S JOHNSON	4/10/01	NEW		Interview Comments
LAURIE LANEY	4/18/01	NEW		

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Date: 4/23/01 Page:1

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Fig. 9.9 Position Status Report

9.2.4 Questions with Choices Report

The **Questions with Choices Report**, also known as the **Questions Detail Listing Report**, **Figure 9.10**,, lists all of the questions that an organization has created. The choices that go along with each question appear right below the question, provided that a question has choices. The questions are listed in order of question category, then question subcategory. This report can be run at the organization, category or subcategory level, depending on the choice the user makes in the selection window. Because this report is hierarchical, the user can see all of the questions associated with a category or subcategory if the report is run at the organization level. Select **Questions with Choices** from the Organization submenu; choose the organization from the list and click on the **OK** button.

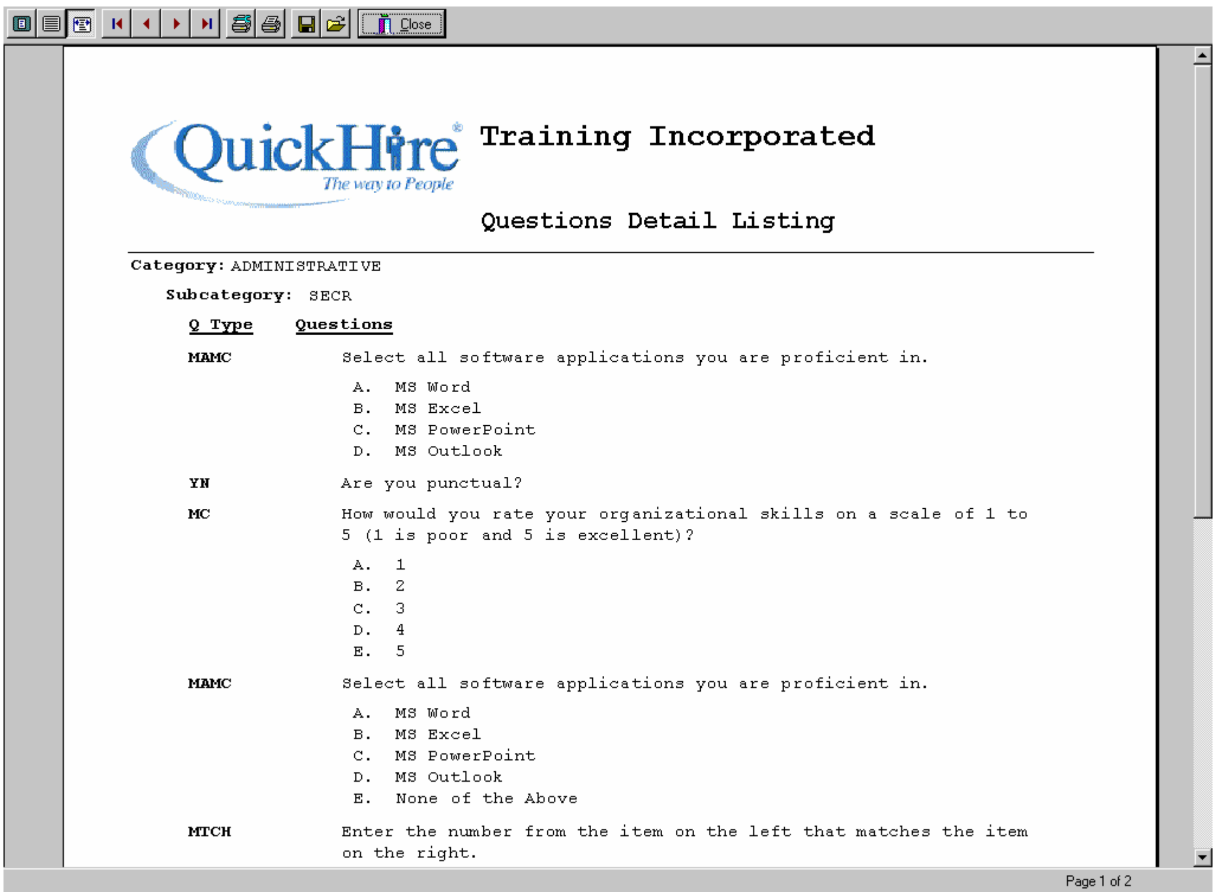
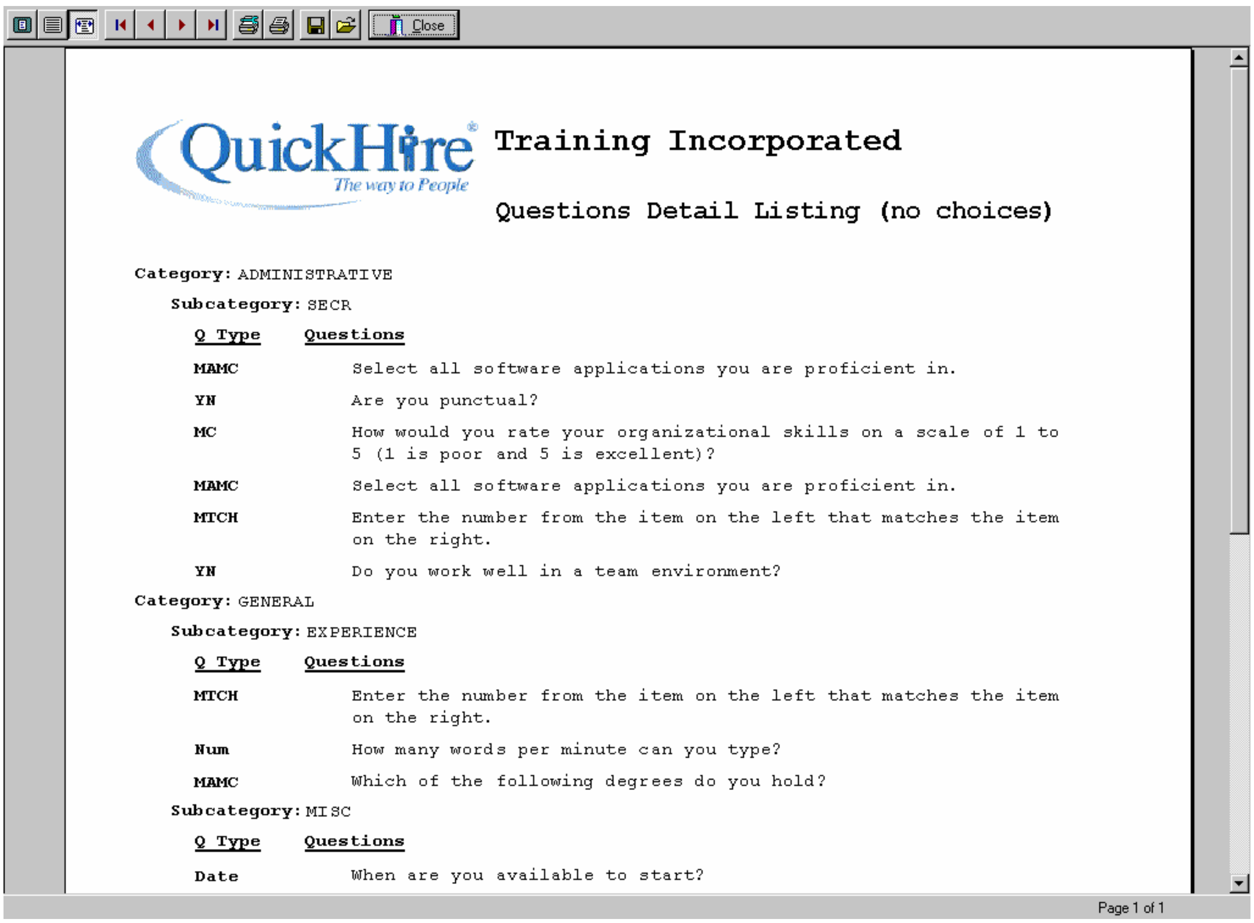


Fig. 9.10 Questions With Choices Report

9.2.5 Questions without Choices Report

The **Questions without Choices Report**, also known as the **Questions Detail Listing (no choices) Report**, **Figure 9.11**, lists all of the questions that an organization has created but does not list their respective choices. The questions are listed in order of question category, then question subcategory. This report can be run at the organization, category or subcategory level, depending on the choice the user makes in the selection window. Because this report is hierarchical, the user can see all of the questions associated with a category or subcategory if the report is run at the organization level. Select **Questions without Choices** from the Organization submenu, make a choice from the **Organization** Window and click on the **OK** button.


Close

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Training Incorporated

Questions Detail Listing (no choices)

Category: ADMINISTRATIVE

Subcategory: SECR

Q Type	Questions
MAMC	Select all software applications you are proficient in.
YN	Are you punctual?
MC	How would you rate your organizational skills on a scale of 1 to 5 (1 is poor and 5 is excellent)?
MAMC	Select all software applications you are proficient in.
MTCH	Enter the number from the item on the left that matches the item on the right.
YN	Do you work well in a team environment?

Category: GENERAL

Subcategory: EXPERIENCE

Q Type	Questions
MTCH	Enter the number from the item on the left that matches the item on the right.
Num	How many words per minute can you type?
MAMC	Which of the following degrees do you hold?

Subcategory: MISC

Q Type	Questions
Date	When are you available to start?

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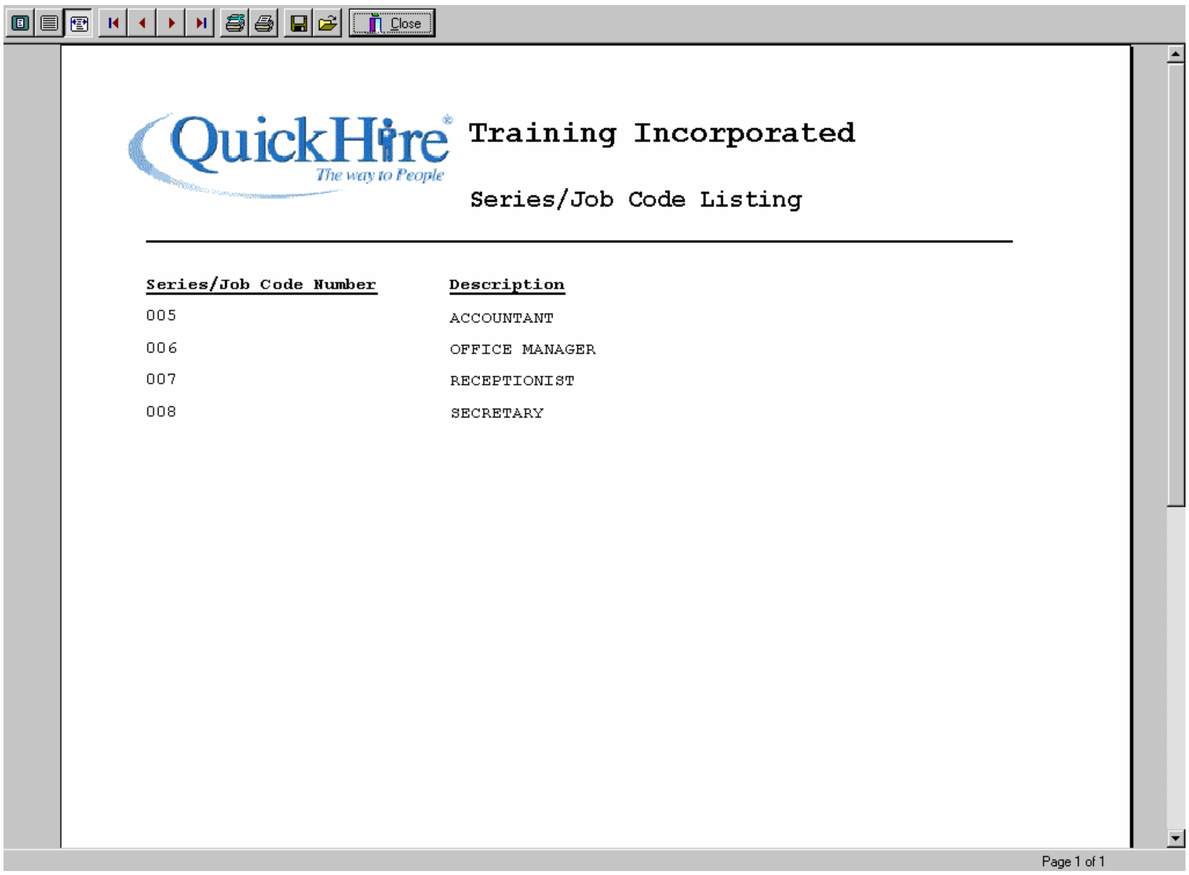
Fig. 9.11 Questions Without Choices Report

9.2.6 Series/Job Code Listing Report

The **Series/Job Code Listing Report**, **Figure 9.12**, is a list of all the Series/Job Codes Numbers created for use in building vacancies by an organization. In addition to the number, the Descriptions are given. Select **Series/Job Code** from the Organization submenu; choose the organization from the list and click on the **OK** button.


Training Incorporated

Series/Job Code Listing

Series/Job Code Number	Description
005	ACCOUNTANT
006	OFFICE MANAGER
007	RECEPTIONIST
008	SECRETARY

Fig. 9.12 Series/Job Code Listing Report

9.2.7 Templates Report

The **Templates Report**, **Figure 9.13**, is a list of all the Templates, by Series/Job Code, that are used by an organization to create a vacancy. These are the templates used to populate the Additional Information field in Step #1 of building a vacancy (see **Section 4.2**). To access this report, select **Templates** from the Organization submenu, highlight the organization from the list and click on the **OK** button.

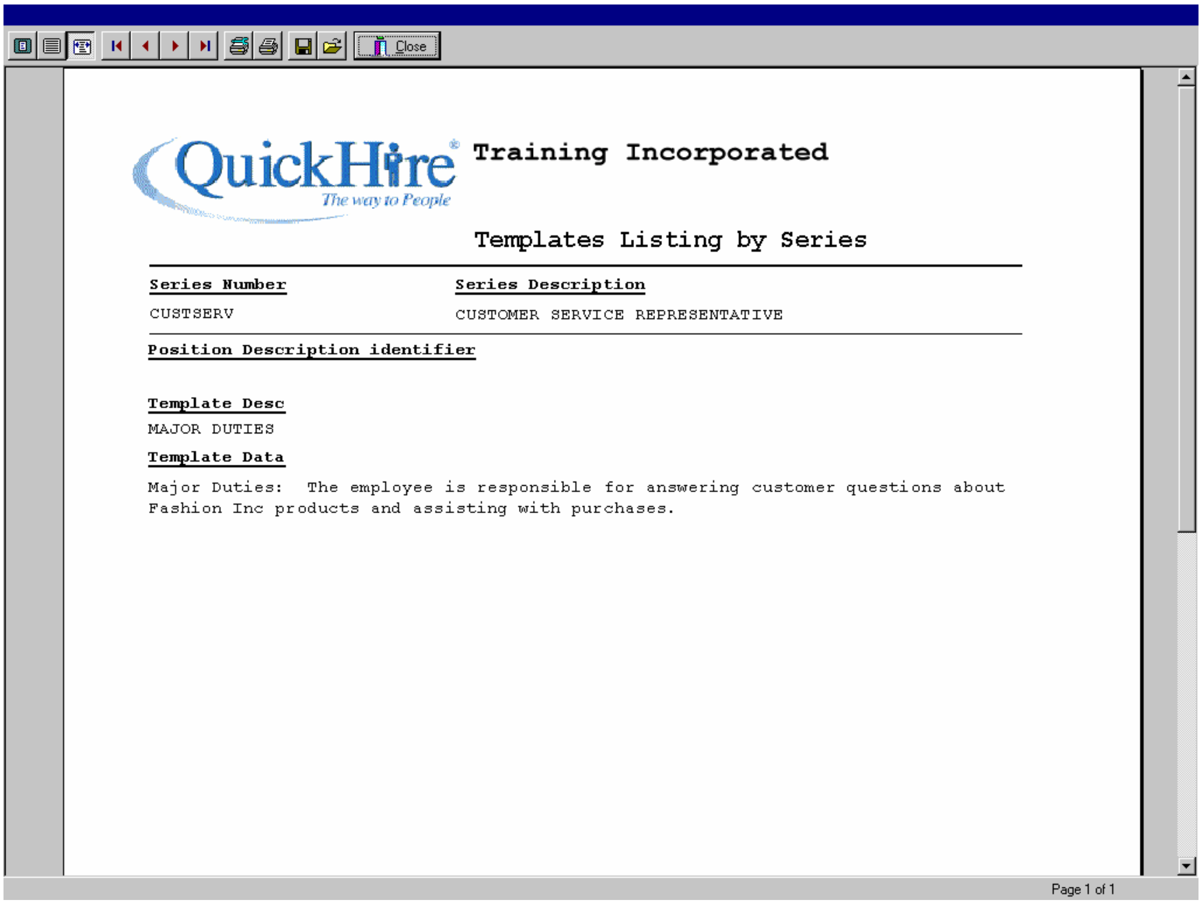


Fig. 9.13 Organization Templates Listing Report

9.2.8 Vacancy Listing (All) Report

This **Vacancy Listing (All) Report**, **Figure 9.14**, lists all the vacancies within a selected organization. Each vacancy listing contains duty location, contact, and salary information, in addition to the opening and closing date for the vacancy. Select **Vacancy Listing (All)** from the Organization submenu; choose the organization from the list and click on the **OK** button.

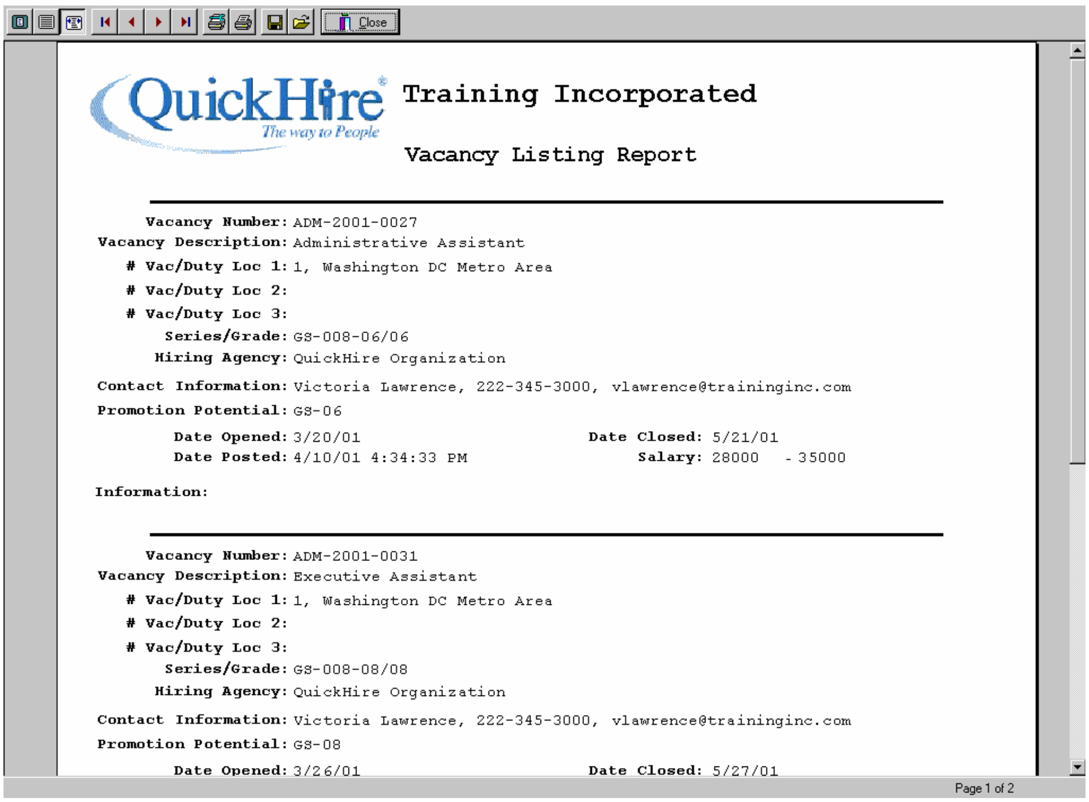
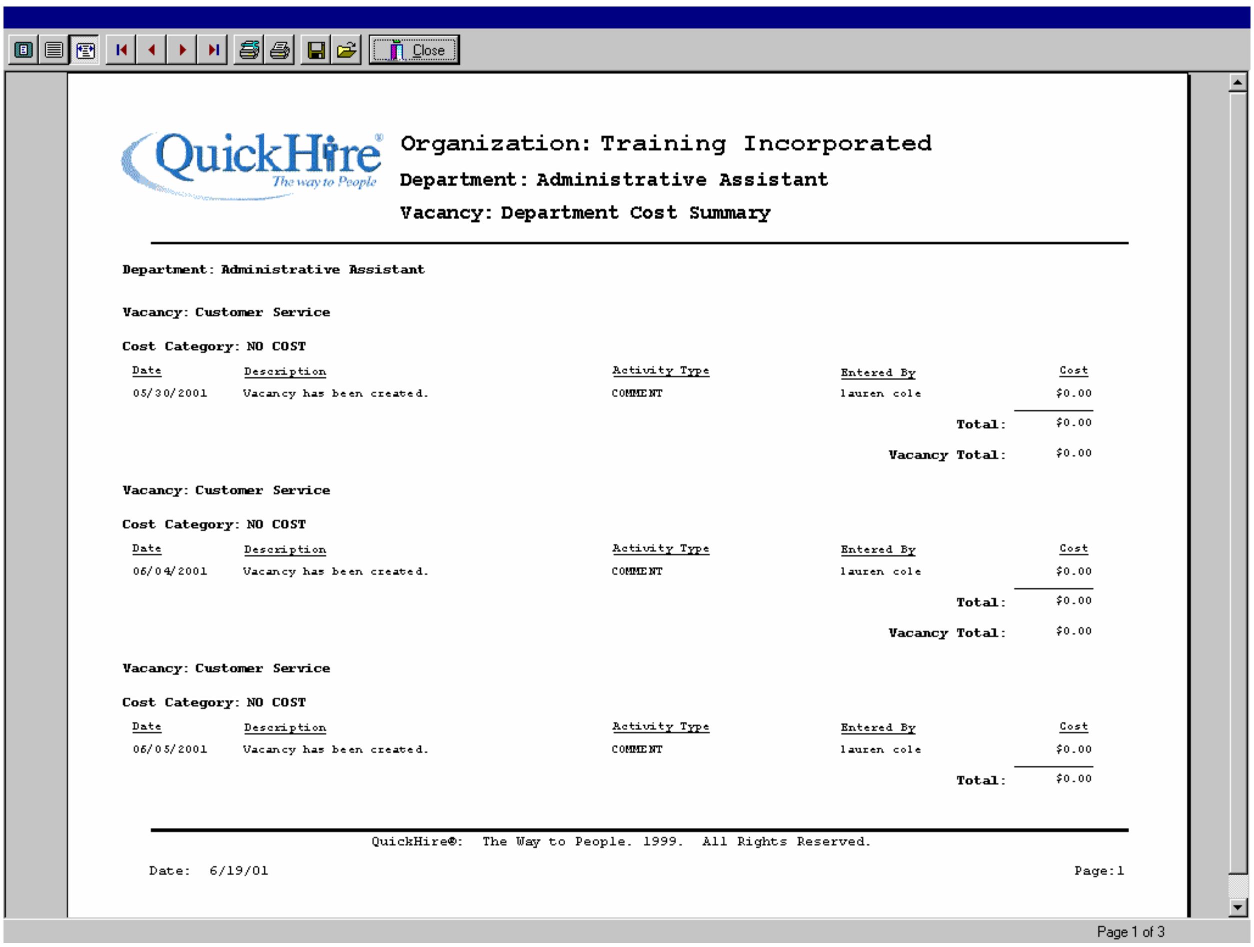


Fig. 9.14 Vacancy Listing (All) Report

9.2.9 Vacancy Cost Summary by Department Report

The **Vacancy Cost Summary by Department Report**, **Figure 9.15**, can be run the from the Organization submenu of the Report main menu or from the Vacancies Tab of Applicant Manager. This report works with categories and defining data entered in the Reference Data tab of Data Administration, mainly during the setup of the system, and is used to review the breakdown of costs for vacancies. This report is similar to the other cost summary reports, except that it is used to track costs incurred by all of the vacancies to a department and is sorted by vacancy. The report displays the type of action undertaken, date, category, and cost, as well as who made the tracking entry. To run the Vacancy Cost Summary by Department Report via the Report main menu, select **Vacancy Cost Summary by Department** from the Organization submenu, choose the department from the list and click on the **OK** button. When finished working with the report, select **Close**. See **Section 8.2.2.2** to see how to run the report from the Applicant main menu.


Close

Organization: Training Incorporated

Department: Administrative Assistant

Vacancy: Department Cost Summary

Department: Administrative Assistant

Vacancy: Customer Service

Cost Category: NO COST

Date	Description	Activity Type	Entered By	Cost
05/30/2001	Vacancy has been created.	COMMENT	lauren cole	$0.00
			Total:	$0.00
			Vacancy Total:	$0.00

Vacancy: Customer Service

Cost Category: NO COST

Date	Description	Activity Type	Entered By	Cost
06/04/2001	Vacancy has been created.	COMMENT	lauren cole	$0.00
			Total:	$0.00
			Vacancy Total:	$0.00

Vacancy: Customer Service

Cost Category: NO COST

Date	Description	Activity Type	Entered By	Cost
06/05/2001	Vacancy has been created.	COMMENT	lauren cole	$0.00
			Total:	$0.00

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Date: 6/19/01 Page:1

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Fig. 9.15 Vacancy Cost Summary by Department Report

9.2.10 Student Applicants Report

The **Student Applicants Report**, **Figure 9.16**, is one of the Organization Reports available through the Report main menu. This report gives the user the ability to see the number of Student Applicants from each school. The report is formatted in two columns: School Codes and Number of Students. For each school, column one will list the school code (in numeric order) and column two will list the number of applicants who have applied from the school. This report is generated per organization. To run the Student Applicants Report, select **Organization** from the Report main menu, select the **Student Applicants** option from the Organization submenu, and choose the organization to run the report. Select the **OK** button.

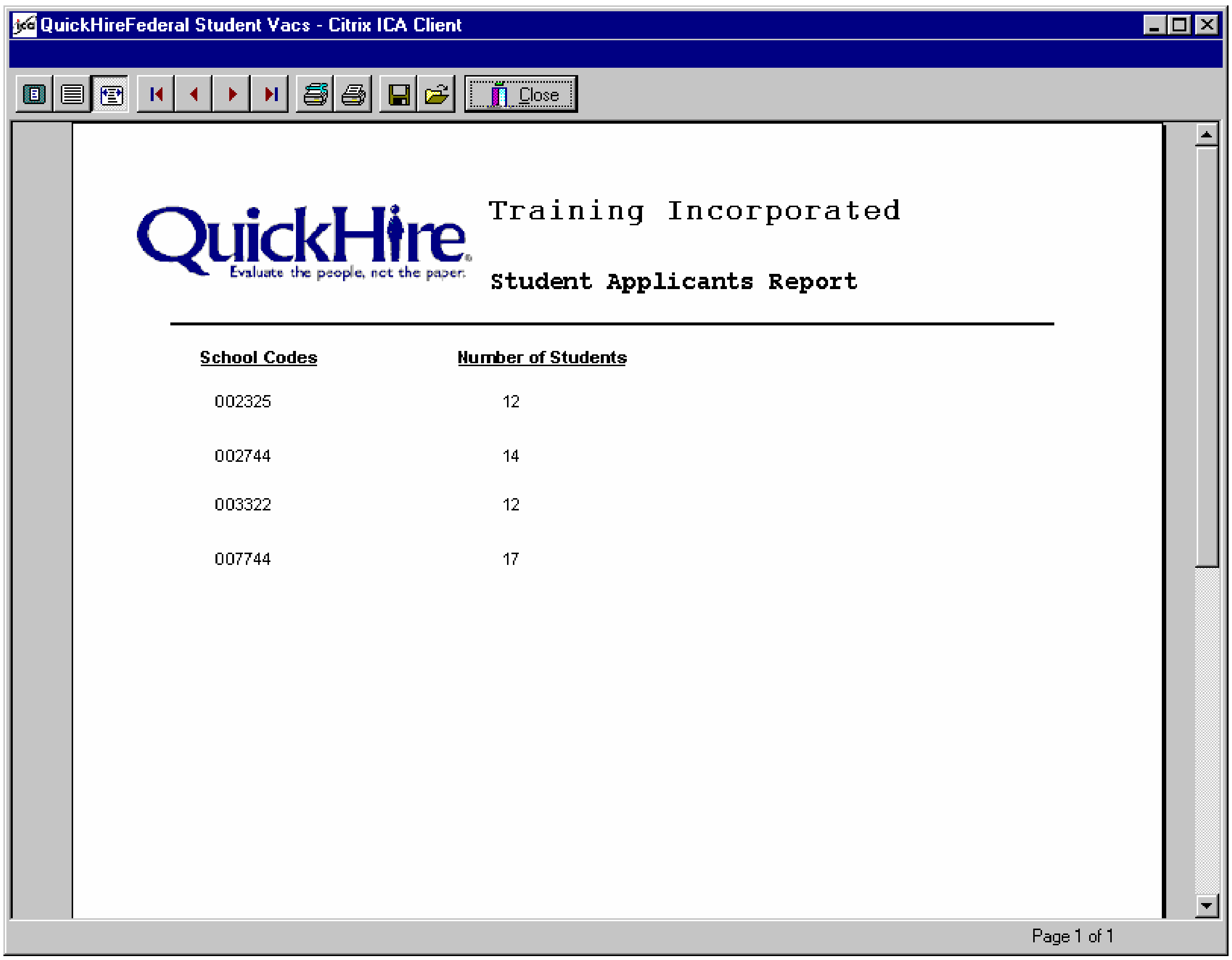


Fig. 9.16 Student Applicants Report

9.3 Vacancy Reports

The **Vacancy Reports** allow users to view and print the questionnaire created for a vacancy, see a list of vacancies, check the statistics for vacancies, view a synopsis of a vacancy's weights and screen outs, view a schedule for interviewing, hiring, and other deadlines, view a recruiter effectiveness analysis and vacancy cost summary information. To access the Vacancy Reports, click on **Vacancy** in the Report menu. A list of the reports in this category will appear to the right. Click on the desired report.

9.3.1 Employment Packet

The purpose of the **Employment Packet** is to enable an individual to apply for a vacancy via the traditional "pen and paper" method. The employment packet includes the following parts:

- Vacancy Announcement
- User Information
- Resume
- Core Questions
- Demographic Questions, with privacy statement
- Vacancy Questions

This functionality allows the user to print out the entire employment packet and provide this packet to a potential applicant. With this employment packet, the potential applicant will have all the necessary vacancy information and forms needed to apply to a vacancy.

To access this feature, select **Employment Packet,** from the Vacancy submenu; choose a Vacancy from the list. There will be a Vacancy Filter option which includes the following choices: New, Pending Approval, Approved (not Open), Open, Closed, Filled, Cancelled and All (the default). Click on the **OK** button. The following **Employment Packet Criteria** window will appear, **Figure 9.17**

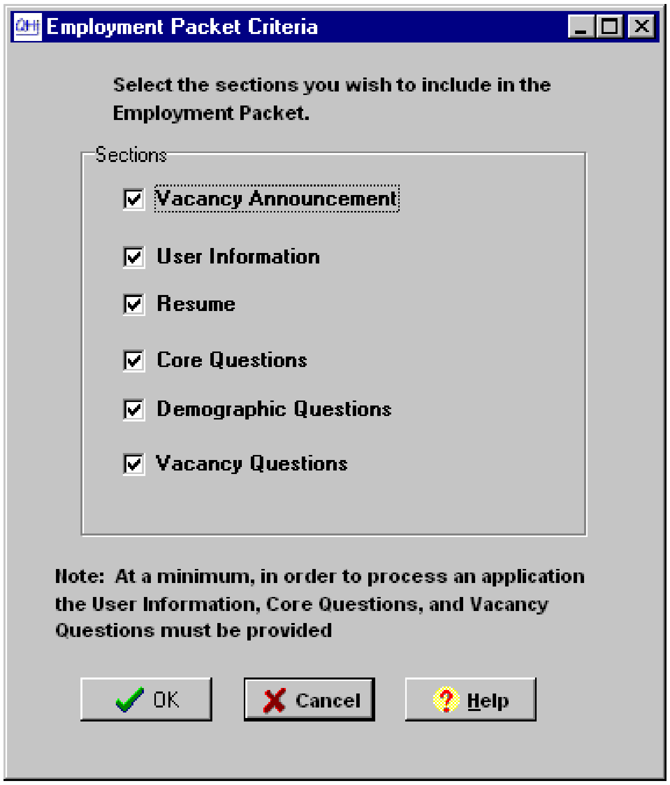


Fig.9.17 Employment Packet Criteria Window

Check the boxes to include in the Employment Packet. At the bottom of the window is a note which says, "At a minimum, in order to process an application the User Information, Core Questions, and Vacancy Questions must be provided." Click **OK**, and the Employment Packet, **Figure 9.18**, is sent to the printer.

Fig.9.18 Employment Packet Print Out

9.3.2 Single Vacancy Listing Report

The **Single Vacancy Listing Report**, **Figure 9.19**, lists information such as duty location, contact information, salary/grade, and Opening and Closing Dates for a selected vacancy. Select **Vacancy Listing** from the Vacancy submenu, highlight the vacancy and click on the **OK** button.

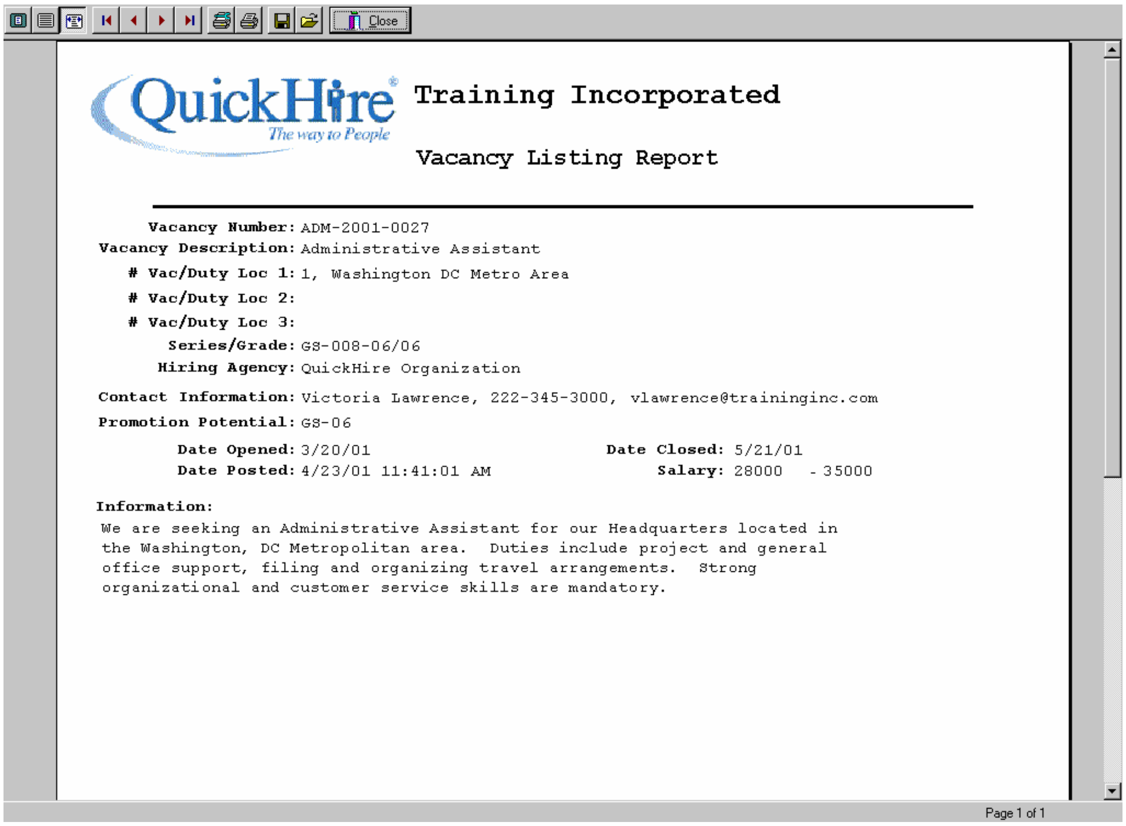
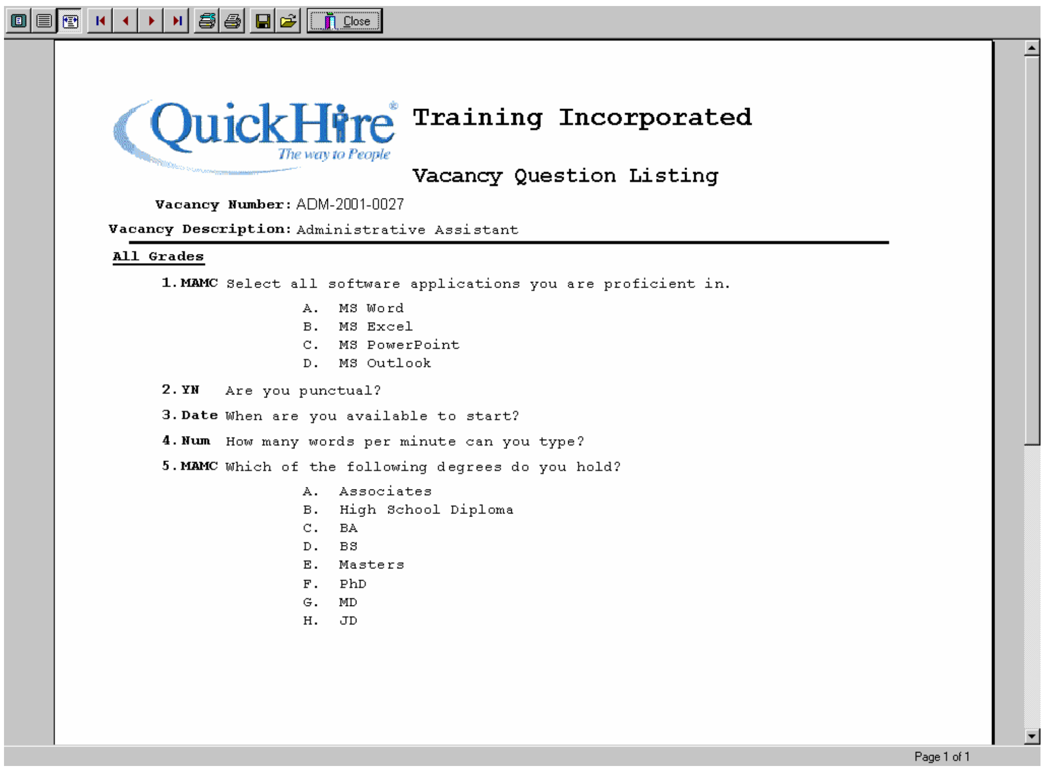


Fig.9.19 Single Vacancy Listing Report

9.3.3 Vacancy Questions

The **Vacancy Question Listing Report**, **Figure 9.20** below, lists all of the questions and possible answer choices, if any, for a selected Vacancy. If a question has answer choices, they appear below the question. The questions are listed in order of question Category then Subcategory. The Question Type is also displayed, in addition to displaying the question and all the possible answer choices. Select **Vacancy Questions** from the Vacancy submenu; choose the Vacancy from the list and click on the **OK** button.



Training Incorporated

Vacancy Question Listing

Vacancy Number: ADM-2001-0027

Vacancy Description: Administrative Assistant

All Grades

1. MAMC Select all software applications you are proficient in.

A. MS Word
B. MS Excel
C. MS PowerPoint
D. MS Outlook

2. YN Are you punctual?

3. Date When are you available to start?

4. Num How many words per minute can you type?

5. MAMC Which of the following degrees do you hold?

A. Associates
B. High School Diploma
C. BA
D. BS
E. Masters
F. PhD
G. MD
H. JD

Page 1 of 1

Fig. 9.20 Vacancy Question Listing

9.3.4 Vacancy Questions (No Choices)

The **Vacancy Questions (No Choices)**, **Figure 9.21**, lists all of the questions for a Vacancy, but does not list the answer choices. This report is in the same format as the Vacancy Questions Listing Report. The questions are listed in order of question Category then Subcategory. Select **Vacancy Questions (No Choices)** from the Vacancy submenu; choose the Vacancy from the list and click on the **OK** button.

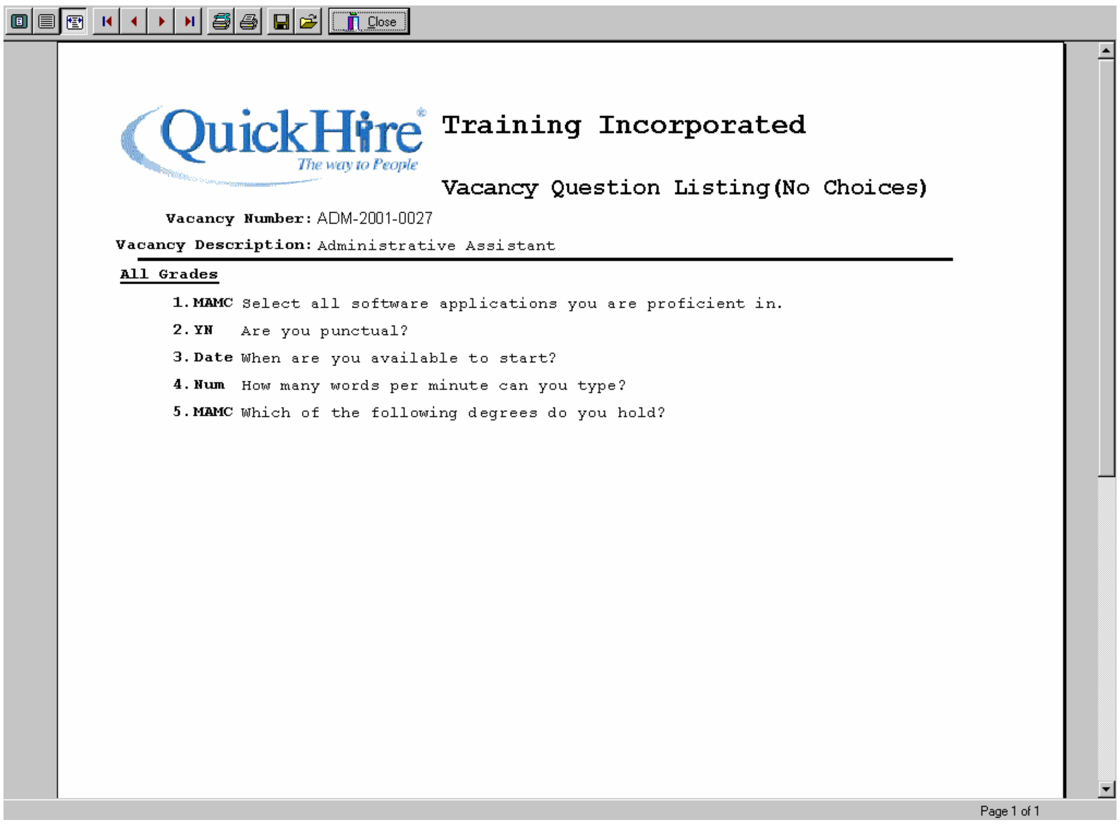
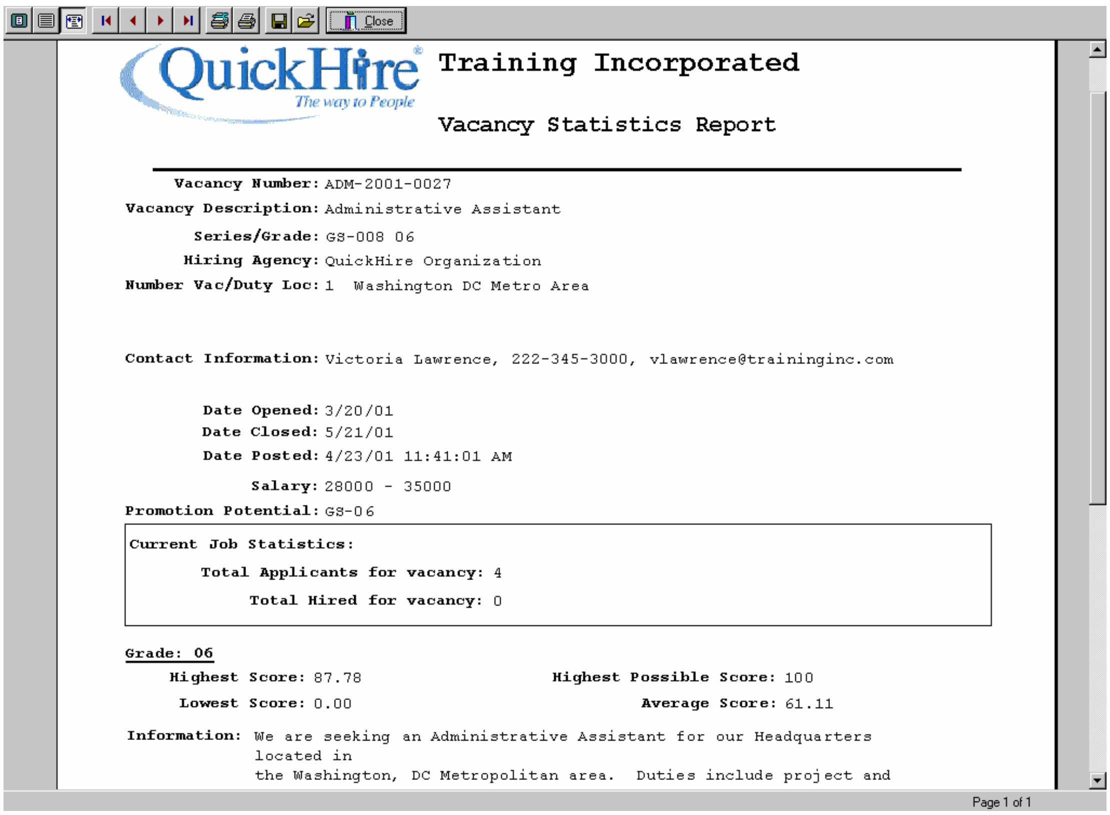


Fig. 9.21 Vacancy Question Listing (No Choices)

9.3.5 Vacancy Statistics Report

The **Vacancy Statistics Report**, **Figure 9.22**, summarizes the applicant statistics for a vacancy. The information presented includes general information about the vacancy; number of applicants and hires; and the Highest Score, the Lowest Score, the Average Score and the Highest Possible Score of the applicants. To access this report, choose **Vacancy Statistics** from the Vacancy submenu; select the vacancy, using Vacancy Filter as necessary to narrow down the list of vacancies from which to select; and click the **OK** button.



Training Incorporated

Vacancy Statistics Report

Vacancy Number: ADM-2001-0027
Vacancy Description: Administrative Assistant
Series/Grade: GS-008 06
Hiring Agency: QuickHire Organization
Number Vac/Duty Loc: 1 Washington DC Metro Area

Contact Information: Victoria Lawrence, 222-345-3000, vlawrence@traininginc.com

Date Opened: 3/20/01
Date Closed: 5/21/01
Date Posted: 4/23/01 11:41:01 AM
Salary: 28000 - 35000
Promotion Potential: GS-06

Current Job Statistics:
Total Applicants for vacancy: 4
Total Hired for vacancy: 0

Grade: 06
Highest Score: 87.78 **Highest Possible Score:** 100
Lowest Score: 0.00 **Average Score:** 61.11

Information: We are seeking an Administrative Assistant for our Headquarters located in
the Washington, DC Metropolitan area. Duties include project and

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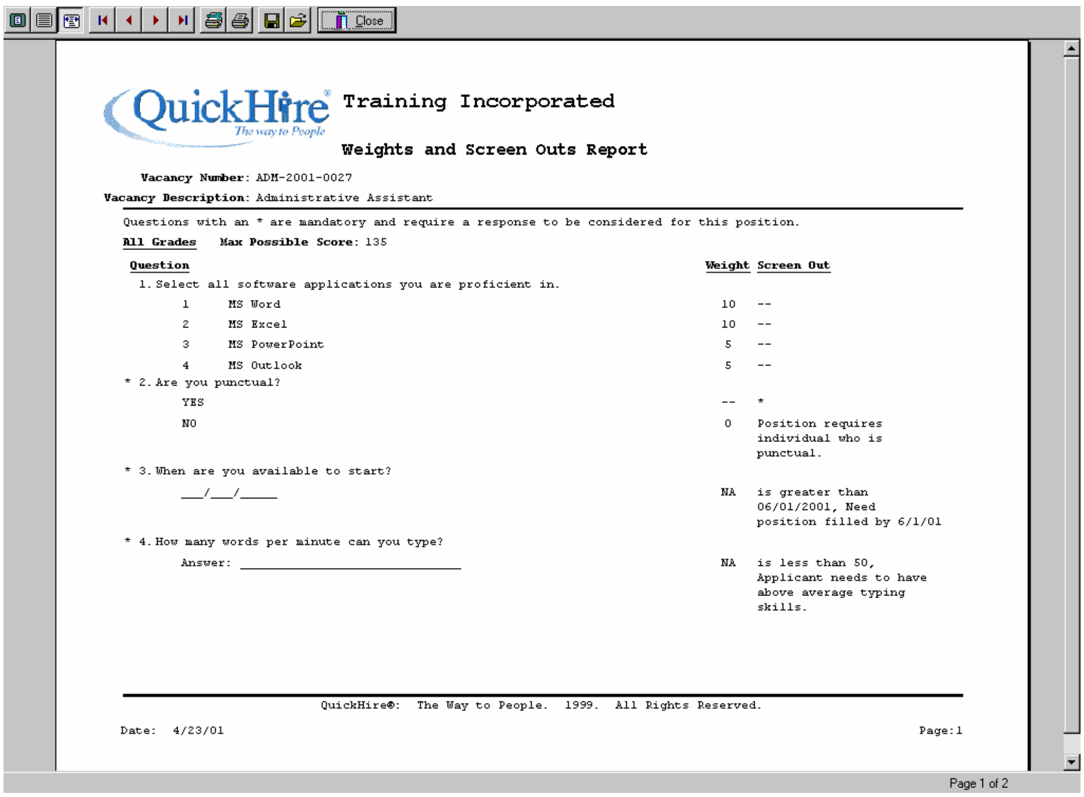
Fig. 9.22 Vacancy Statistics Report

9.3.6 Weights and Screen Outs Report

The **Weights and Screen Outs Report**, **Figure 9.23**, lists the questions and responses for a vacancy along with the value of the weighted responses and whether or not a certain response would screen out an individual. An asterisk next to the question number indicates that the question is mandatory. To access this report, choose Weights and Screen Outs from the Vacancy submenu. Select the vacancy from the **Questionnaire Screen Outs and Weights** window, using Vacancy Filter as necessary to narrow down the list of vacancies from which to select. Then click on the **OK** button.


Close

Training Incorporated

Weights and Screen Outs Report

Vacancy Number: ADM-2001-0027

Vacancy Description: Administrative Assistant

Questions with an * are mandatory and require a response to be considered for this position.

All Grades **Max Possible Score**: 135

Question	Weight	Screen Out
1. Select all software applications you are proficient in.		
1 MS Word	10	--
2 MS Excel	10	--
3 MS PowerPoint	5	--
4 MS Outlook	5	--
* 2. Are you punctual?		
YES	--	*
NO	0	Position requires individual who is punctual.
* 3. When are you available to start?		
__/__/____	NA	is greater than 06/01/2001, Need position filled by 6/1/01
* 4. How many words per minute can you type?		
Answer: ____________________	NA	is less than 50, Applicant needs to have above average typing skills.

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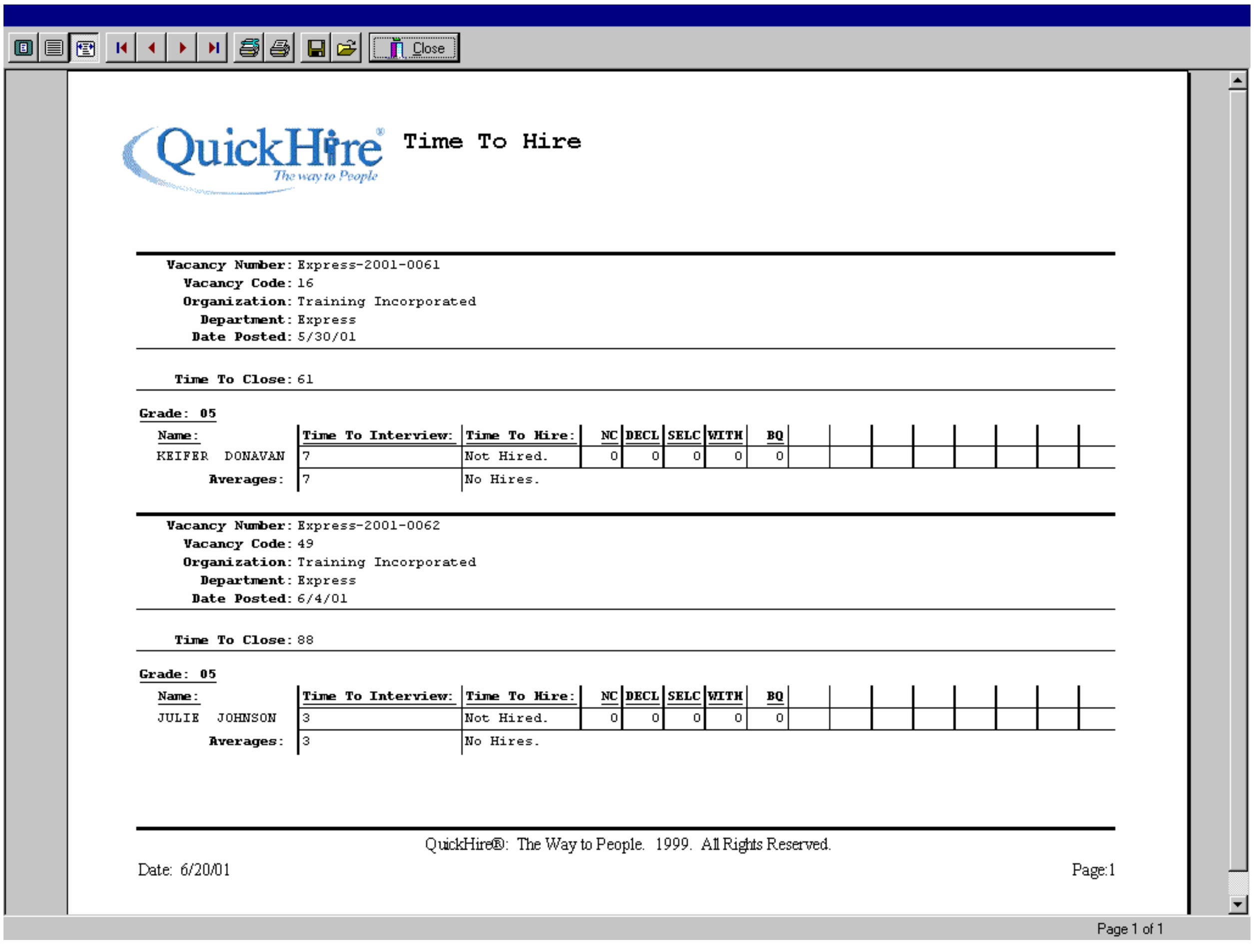
Fig. 9.23 Weights and Screen Outs Report

9.3.7 Time to Hire Report

The **Time to Hire Report, Figure 9.24**, displays a schedule for interviewing, hiring and other deadlines. This report works with the Job Cycle Order option in the Applicant Status tab of Data Administration. To run the Time to Hire Report, select **Vacancy** from the Report main menu, select the **Time to Hire** option from the submenu, choose the organization, and select **OK**.


Close

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Time To Hire

Vacancy Number: Express-2001-0061
Vacancy Code: 16
Organization: Training Incorporated
Department: Express
Date Posted: 5/30/01

Time To Close: 61

Grade: 05

Name:	Time To Interview:	Time To Hire:	NC	DECL	SELC	WITH	BQ
KEIFER DONAVAN	7	Not Hired.	0	0	0	0	0
Averages:	7	No Hires.					

Vacancy Number: Express-2001-0062
Vacancy Code: 49
Organization: Training Incorporated
Department: Express
Date Posted: 6/4/01

Time To Close: 88

Grade: 05

Name:	Time To Interview:	Time To Hire:	NC	DECL	SELC	WITH	BQ
JULIE JOHNSON	3	Not Hired.	0	0	0	0	0
Averages:	3	No Hires.					

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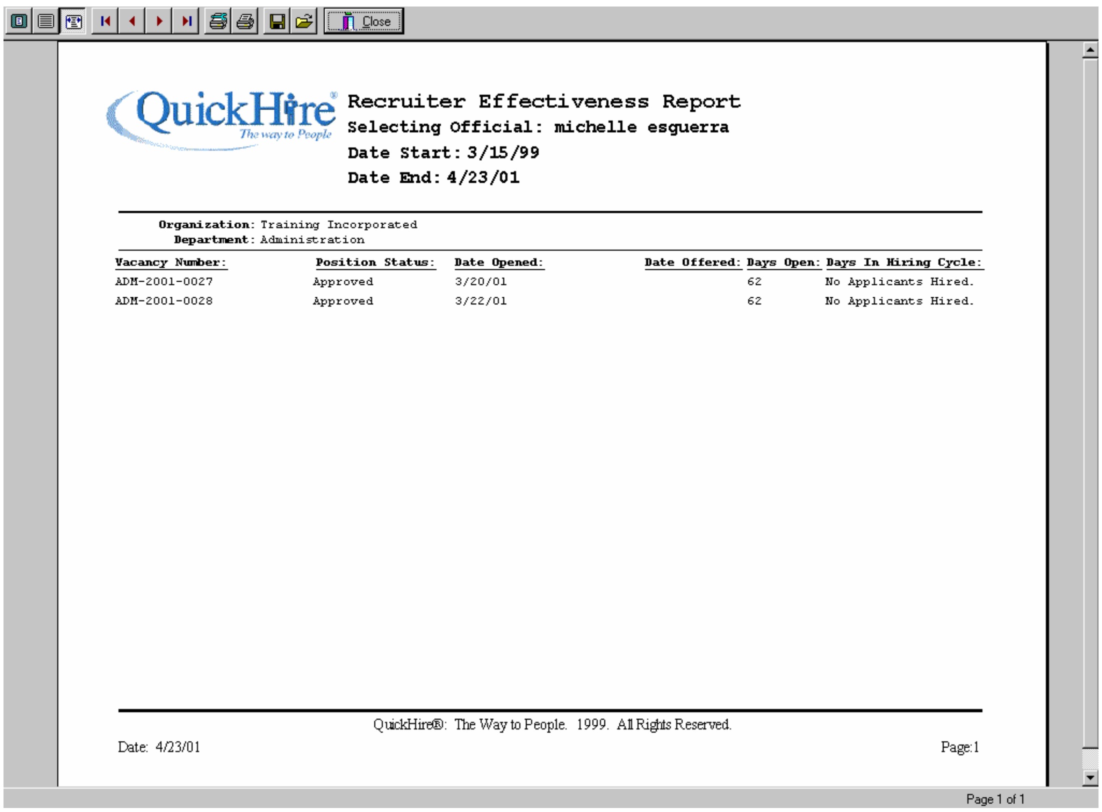
Fig. 9.24 Time to Hire Report

9.3.8 Selecting Official Effectiveness Report

The **Selecting Official Effectiveness Report**, **Figure 9.25**, displays the vacancies that have been created by the selected recruiter, and indicates whether or not the recruiter has hired an applicant to fill the job and the current status of the position. This report shows the Vacancy Number, status, the date the vacancy opened, date an offer was made, how many days the vacancy will be open for, if the vacancy has been filled and how many days it took to fill the vacancy. If the vacancy has not been filled yet, the report will show “No Applicants Hired” in the “Days In Hiring Cycle” column. To run the Selecting Official Effectiveness Report, select **Vacancy** from the Report main menu, and select the **Selecting Official Effectiveness** option from the submenu. In the Recruiter Information prompt, select the name of the recruiter for whom to run the report, as well as the Start and End Dates that define the period of activity. Click the **OK** button.


Close

Recruiter Effectiveness Report
Selecting Official: michelle esguerra
Date Start: 3/15/99
Date End: 4/23/01

Organization: Training Incorporated
Department: Administration

Vacancy Number:	Position Status:	Date Opened:	Date Offered:	Days Open:	Days In Hiring Cycle:
ADM-2001-0027	Approved	3/20/01		62	No Applicants Hired.
ADM-2001-0028	Approved	3/22/01		62	No Applicants Hired.

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Fig. 9.25 Selecting Official Effectiveness Report

9.3.9 Vacancy Cost Summary Report

The **Vacancy Cost Summary Report**, **Figure 9.26**, provides the user with a detailed breakdown of the costs associated with a specific vacancy. The report displays the type of action undertaken, date, category, cost and who made the tracking entry. To run the report, select **Vacancy** from the Report main menu. From the submenu, select the **Vacancy Cost Summary** option. Choose the vacancy for which to run the report and select **OK**. See **Section 8.2.2.3** for more information on this report as well as for instructions on how to run the report from the Vacancies Tab of Applicant Manager.

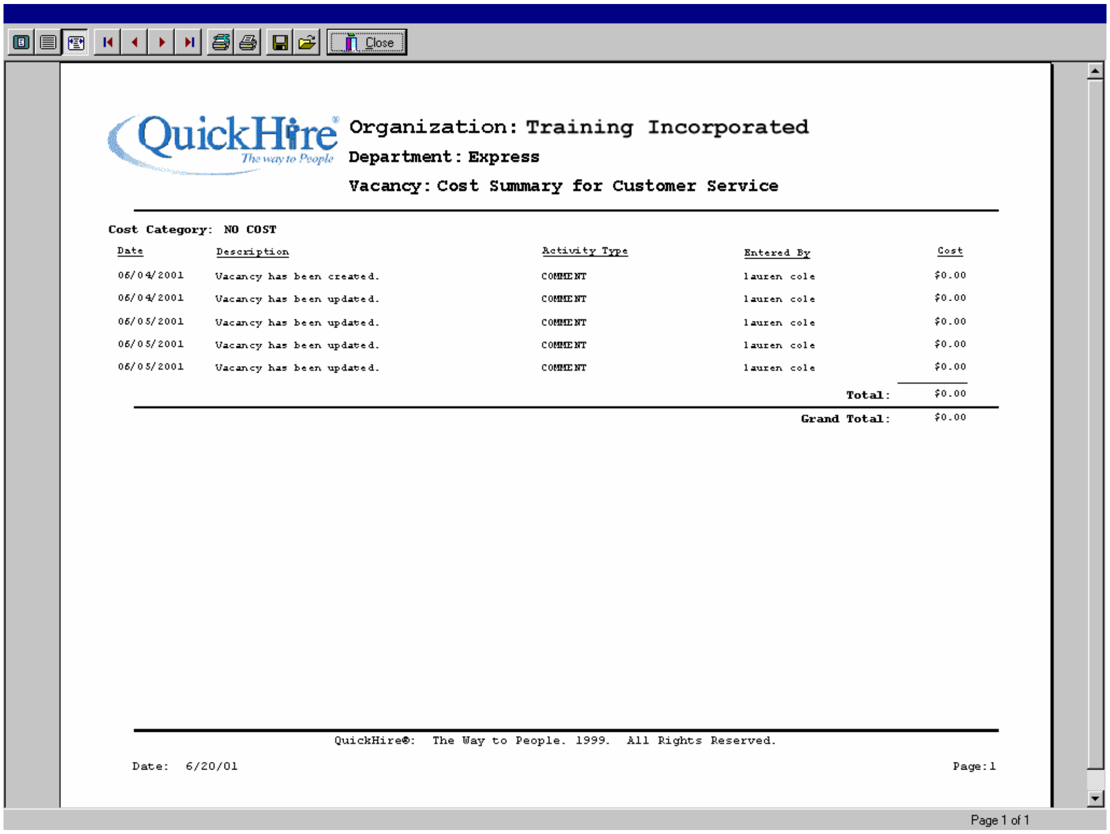


Fig. 9.26 Vacancy Cost Summary Report

If there is no cost summary data associated with the vacancy, the following pop-up window will appear, **Figure 9.27**.

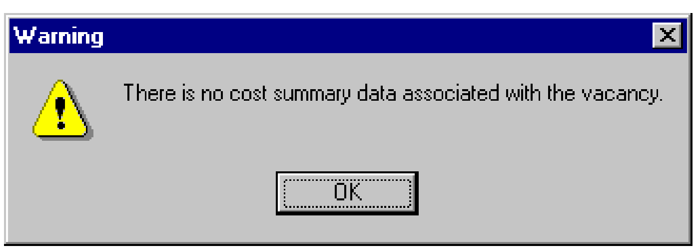
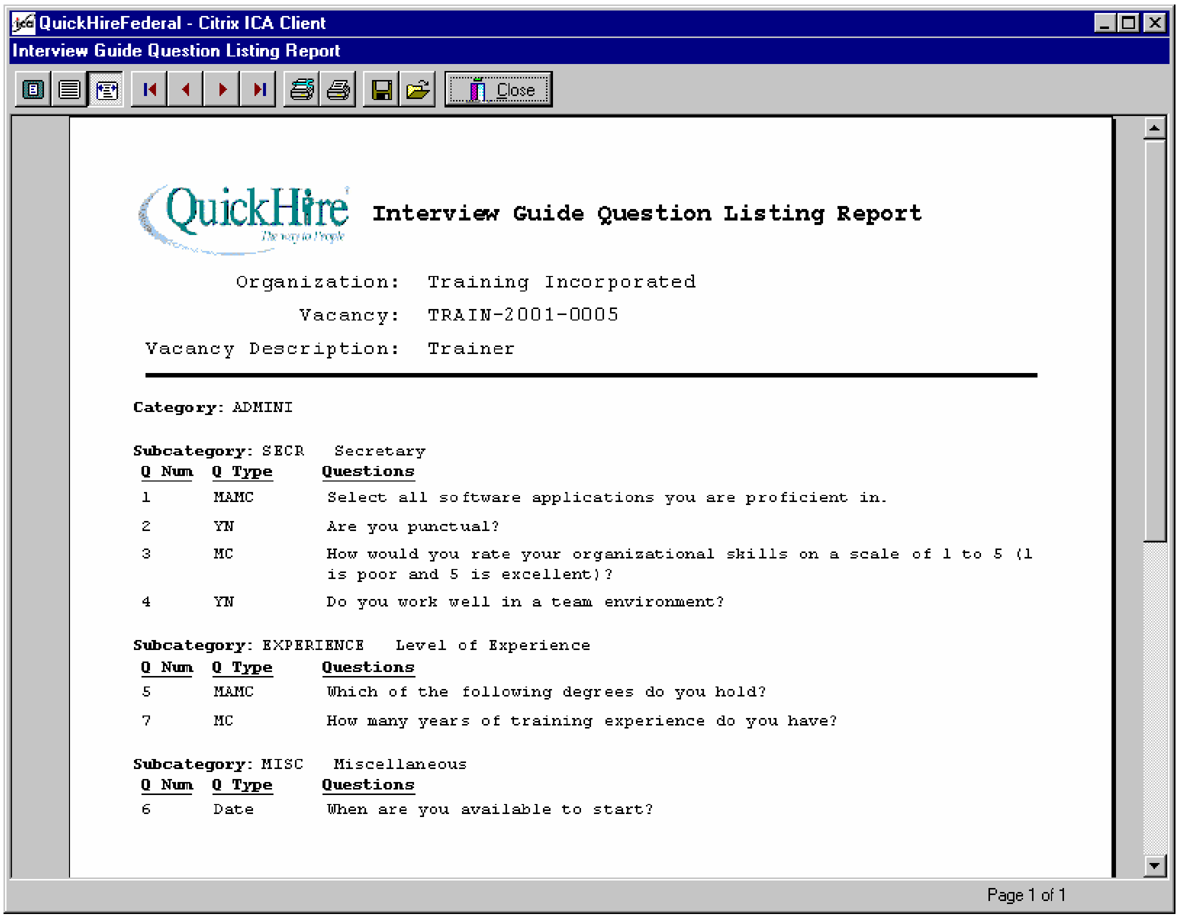


Fig. 9.27 Vacancy Cost Summary Report – No Cost Summary Data

9.3.10 Interview Guide Question Listing Report

The **Interview Guide Question Listing Report**, **Figure 9.28**, provides the user with a breakdown of the Vacancy Questions. The report displays Question Number, Question Type, and Question columns grouped by Category and then by Subcategory. To run the report, select **Vacancy** from the Report main menu. From the submenu, select the **Interview Guide Question Listing Report** option. Choose the vacancy for which to run the report and select **OK**.



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Interview Guide Question Listing Report

Close

Interview Guide Question Listing Report

Organization: Training Incorporated

Vacancy: TRAIN-2001-0005

Vacancy Description: Trainer

Category: ADMINI

Subcategory: SECR Secretary

Q Num	Q Type	Questions
1	MAMC	Select all software applications you are proficient in.
2	YN	Are you punctual?
3	MC	How would you rate your organizational skills on a scale of 1 to 5 (1 is poor and 5 is excellent)?
4	YN	Do you work well in a team environment?

Subcategory: EXPERIENCE Level of Experience

Q Num	Q Type	Questions
5	MAMC	Which of the following degrees do you hold?
7	MC	How many years of training experience do you have?

Subcategory: MISC Miscellaneous

Q Num	Q Type	Questions
6	Date	When are you available to start?

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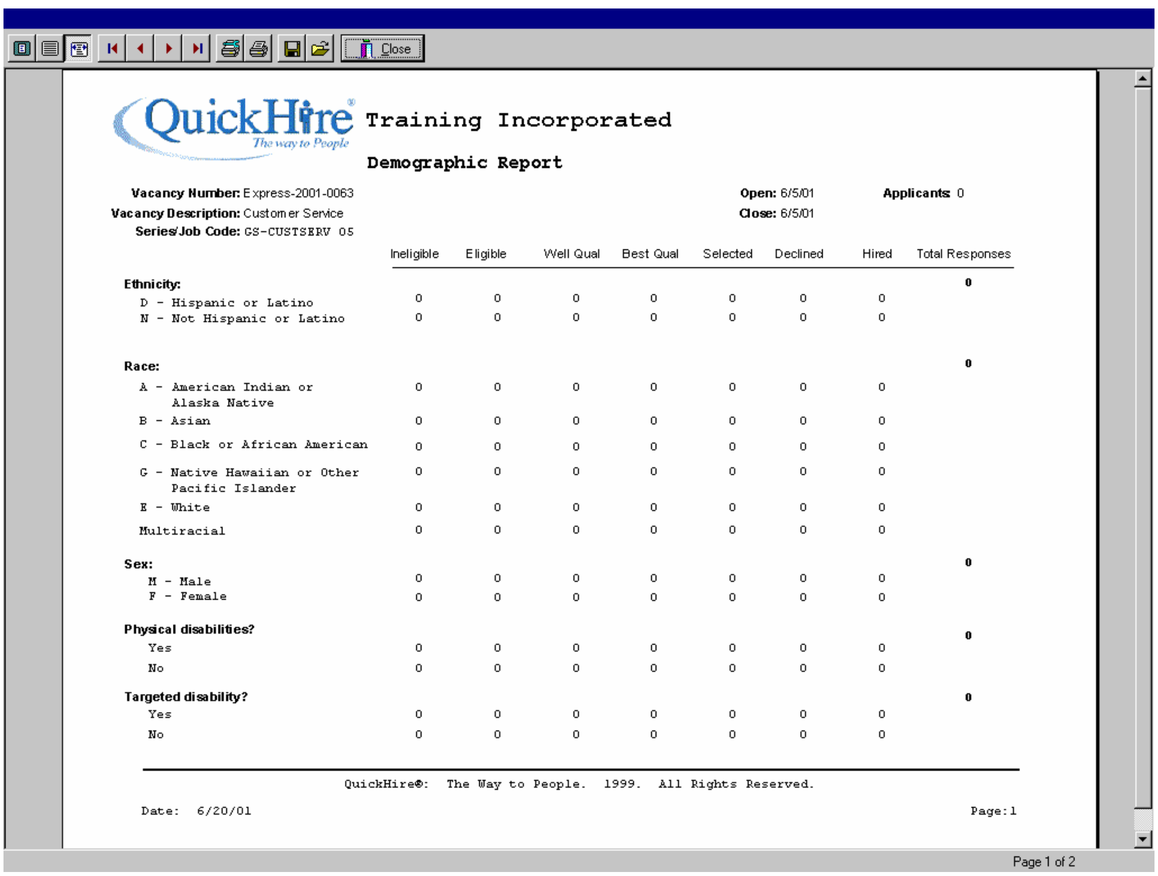
Fig. 9.28 Interview Guide Question Listing Report

9.4 Demographic Reports

Demographic Reports allow users to view and print summaries of applicants' responses to demographic questions. Applicants are given the option of voluntarily responding to demographic questions. This data is captured in these reports.

9.4.1 Organization Demographic Report

The **Organization Demographic Report**, **Figure 9.29**, lists the breakdown of the number of responses to specific demographic questions based on applicant status for all of an organization's vacancies that closed during the period selected. The following status types are included: ineligible, eligible, well qualified, best qualified, selected, declined, and hired. The total number of responses per question is included. However, it may not equal the total if the user added up the figures by status, as an applicant can be both best qualified and selected. Even though it calculates the number of applicants for each separate category, the total number of responses calculates the actual number of applicants. To run the Organization Demographic Report, select **Demographic** from the Report main menu, select the **Organization** option from the submenu, choose an organization and click the **OK** button, select a **Start Date** and an **End Date** at the date range prompt, and click the **Run** button.



Training Incorporated

Demographic Report

Vacancy Number: Express-2001-0063 Open: 6/5/01 Applicants: 0
Vacancy Description: Customer Service Close: 6/5/01
Series/Job Code: GS-CUSTSERV 05

	Ineligible	Eligible	Well Qual	Best Qual	Selected	Declined	Hired	Total Responses
Ethnicity:								0
D - Hispanic or Latino	0	0	0	0	0	0	0	
N - Not Hispanic or Latino	0	0	0	0	0	0	0	
Race:								0
A - American Indian or Alaska Native	0	0	0	0	0	0	0	
B - Asian	0	0	0	0	0	0	0	
C - Black or African American	0	0	0	0	0	0	0	
G - Native Hawaiian or Other Pacific Islander	0	0	0	0	0	0	0	
E - White	0	0	0	0	0	0	0	
Multiracial	0	0	0	0	0	0	0	
Sex:								0
M - Male	0	0	0	0	0	0	0	
F - Female	0	0	0	0	0	0	0	
Physical disabilities?								0
Yes	0	0	0	0	0	0	0	
No	0	0	0	0	0	0	0	
Targeted disability?								0
Yes	0	0	0	0	0	0	0	
No	0	0	0	0	0	0	0	

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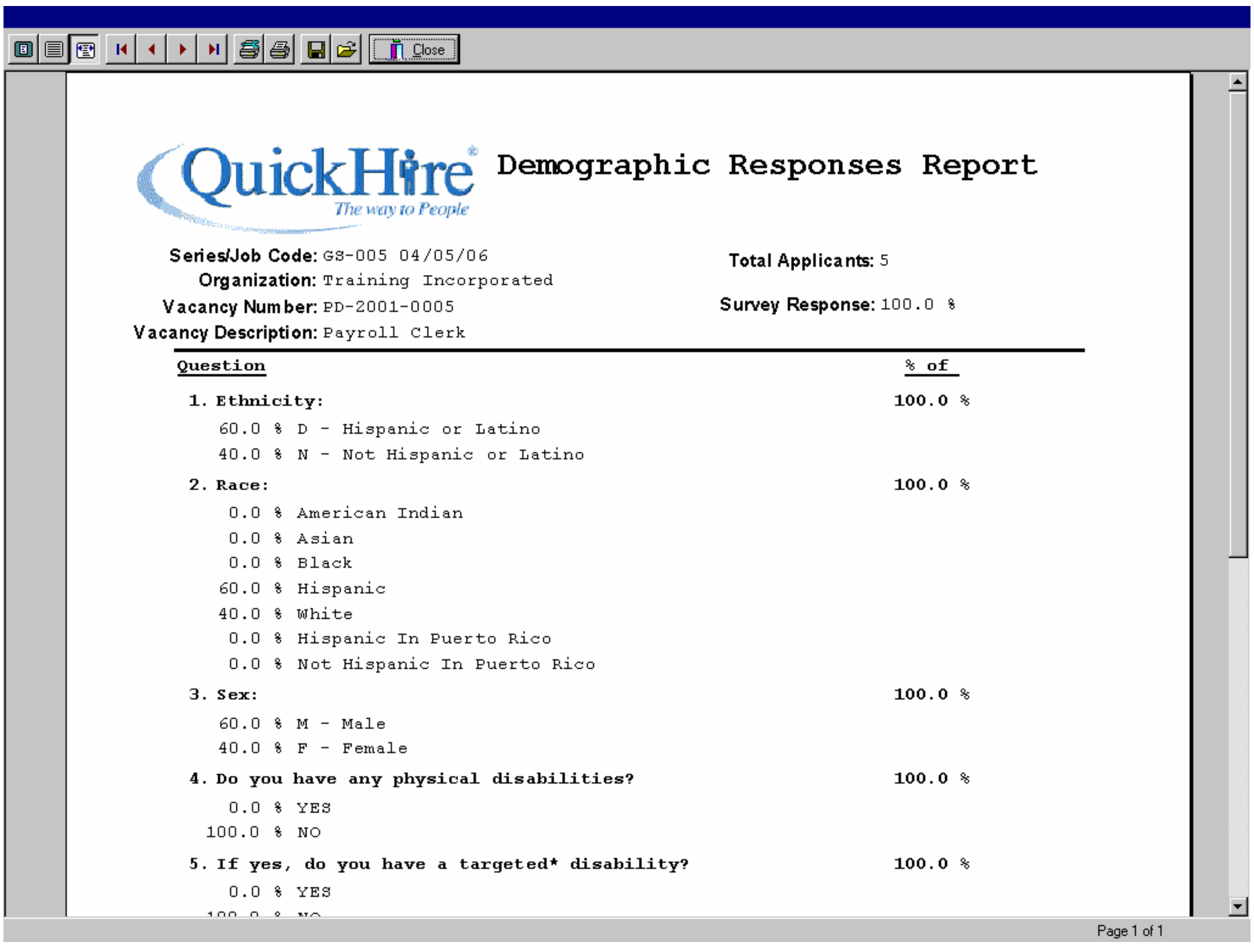
Fig. 9.29 Organization Demographic Report

9.4.2 Demographic Responses Report

The **Demographic Responses Report** is a straightforward listing of the number of responses to each answer choice for a selected vacancy's demographic questions. This report can only be generated for closed vacancies. To run the Demographic Responses Report, select **Demographic** from the Report main menu and select the **Responses** option from the submenu. The Demographic Report Selection Criteria window will appear. Choose how the information will be displayed by clicking on either the Percentages (see **Figure 9.30a** for Percentages Format) or Raw Data (see **Figure 9.30b** for Raw Data Format) button. Next, choose the vacancy for which to run the report and select **OK**.


Close

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Demographic Responses Report

Series/Job Code: GS-005 04/05/06
Organization: Training Incorporated
Vacancy Number: PD-2001-0005
Vacancy Description: Payroll Clerk

Total Applicants: 5
Survey Response: 100.0 %

Question	% of
1. Ethnicity:	**100.0 %**
60.0 % D - Hispanic or Latino	
40.0 % N - Not Hispanic or Latino	
2. Race:	**100.0 %**
0.0 % American Indian	
0.0 % Asian	
0.0 % Black	
60.0 % Hispanic	
40.0 % White	
0.0 % Hispanic In Puerto Rico	
0.0 % Not Hispanic In Puerto Rico	
3. Sex:	**100.0 %**
60.0 % M - Male	
40.0 % F - Female	
4. Do you have any physical disabilities?	**100.0 %**
0.0 % YES	
100.0 % NO	
5. If yes, do you have a targeted* disability?	**100.0 %**
0.0 % YES	

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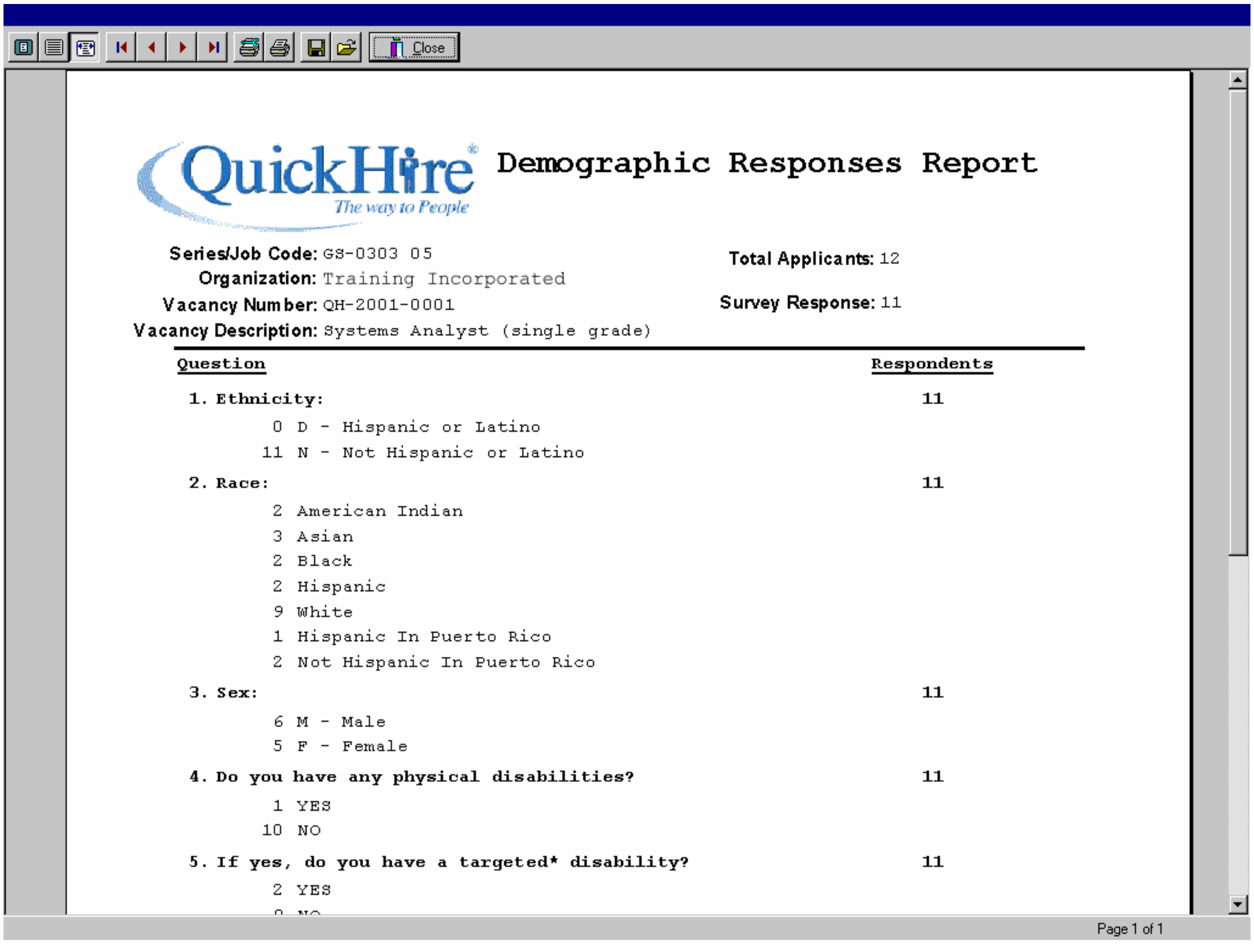
Fig. 9.30a Demographic Responses Report – Percentages Format



Close

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Demographic Responses Report

Series/Job Code: GS-0303 05
Organization: Training Incorporated
Vacancy Number: QH-2001-0001
Vacancy Description: Systems Analyst (single grade)

Total Applicants: 12
Survey Response: 11

Question	Respondents
1. Ethnicity:	**11**
0 D - Hispanic or Latino	
11 N - Not Hispanic or Latino	
2. Race:	**11**
2 American Indian	
3 Asian	
2 Black	
2 Hispanic	
9 White	
1 Hispanic In Puerto Rico	
2 Not Hispanic In Puerto Rico	
3. Sex:	**11**
6 M - Male	
5 F - Female	
4. Do you have any physical disabilities?	**11**
1 YES	
10 NO	
5. If yes, do you have a targeted* disability?	**11**
2 YES	

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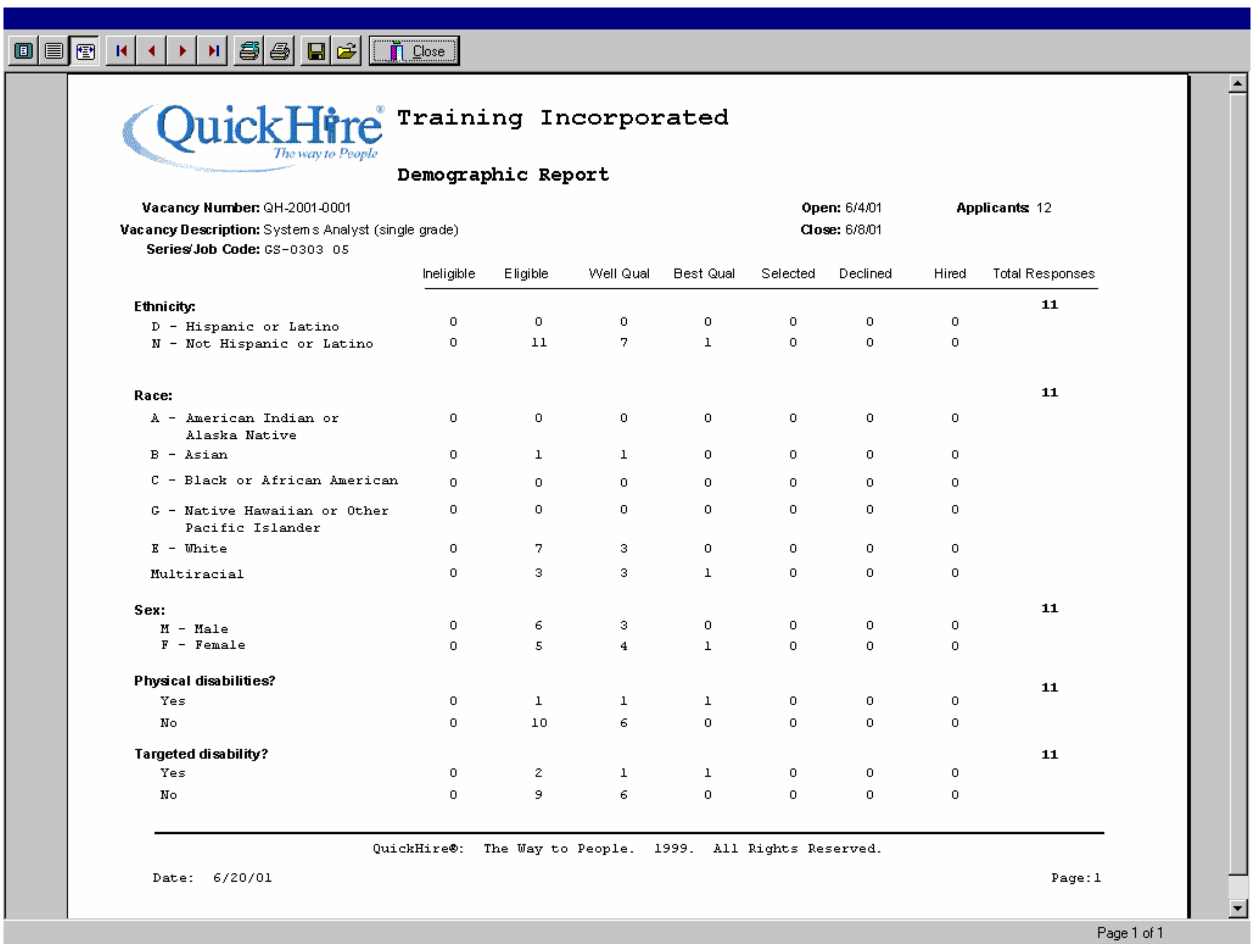
Fig. 9.30b Demographic Responses Report – Raw Data Format

9.4.3 Vacancy Demographic Report

The **Vacancy Demographic Report**, **Figure 9.31**, displays the breakdown of the number of responses to demographic questions based on applicant status for a selected vacancy. This report is only compatible with closed vacancies. The following status types are included: ineligible, eligible, well qualified, best qualified, selected, declined, and hired. The total number of responses per question is included. However, it may not equal the total if the user added up the figures by status, as an applicant can be both best qualified and selected. Even though it calculates the number of applicants for each separate category, the total number of responses calculates the actual number of applicants. This report is like the Organization Demographic Report, except that it is run for one vacancy at a time. To Run the Vacancy Demographic Report, select **Demographic** from the Report main menu, select the **Vacancy Listing** option from the submenu, choose the vacancy for which to run the report, and select **OK**.



Close

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Training Incorporated

Demographic Report

Vacancy Number: QH-2001-0001 Open: 6/4/01 Applicants: 12
Vacancy Description: Systems Analyst (single grade) Close: 6/8/01
Series/Job Code: GS-0303 05

	Ineligible	Eligible	Well Qual	Best Qual	Selected	Declined	Hired	Total Responses
Ethnicity:								11
D - Hispanic or Latino	0	0	0	0	0	0	0	
N - Not Hispanic or Latino	0	11	7	1	0	0	0	
Race:								11
A - American Indian or Alaska Native	0	0	0	0	0	0	0	
B - Asian	0	1	1	0	0	0	0	
C - Black or African American	0	0	0	0	0	0	0	
G - Native Hawaiian or Other Pacific Islander	0	0	0	0	0	0	0	
E - White	0	7	3	0	0	0	0	
Multiracial	0	3	3	1	0	0	0	
Sex:								11
M - Male	0	6	3	0	0	0	0	
F - Female	0	5	4	1	0	0	0	
Physical disabilities?								11
Yes	0	1	1	1	0	0	0	
No	0	10	6	0	0	0	0	
Targeted disability?								11
Yes	0	2	1	1	0	0	0	
No	0	9	6	0	0	0	0	

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Fig. 9.31 Demographic Report

9.5 Ad Hoc Reports

The **Ad Hoc Report Tool** allows a user to create custom reports by searching the database for information not captured by QuickHire® standard reports. This reporting module relies on the use of **EZQuery**, a program with a six-step process that aids in formulating the report parameters in a language the computer understands, SQL, and extracts the data from the QuickHire® database. EZQuery alone simply produces data results. It is the **Report Designer** that is used to format the query results into a presentable report. The Ad Hoc Report Tool is composed of both of these functions.

When preparing to use this tool, it is important that the user know the information to be gathered or the question to be answered, as well as how the information should be presented and how it can be checked for accuracy.

To create an ad hoc report, select Ad Hoc Report Tool from the Report menu or press Ctrl + T on the keyboard. This leads to a blank page with a toolbar along the bottom that, among other things, enables users to start a new query or retrieve an existing one, see **Figure 9.32**.

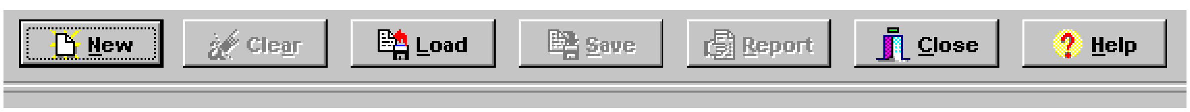


Fig. 9.32 Ad Hoc Tool Bar

Select **New** to create a new query. Loading a saved query will be discussed in **Section 9.5.9**.

9.5.1 Step #1 – Select the tables that you want to query.

All queries start with identifying the location of the data. Data fields are contained in structures called "tables." Therefore, the user has to identify the tables that the query will use. The first step, **Figure 9.33**, is comprised of windows with the available tables listed on the left and the selected tables listed on the right. The blue arrows between the boxes move the selected table(s) between the two lists.

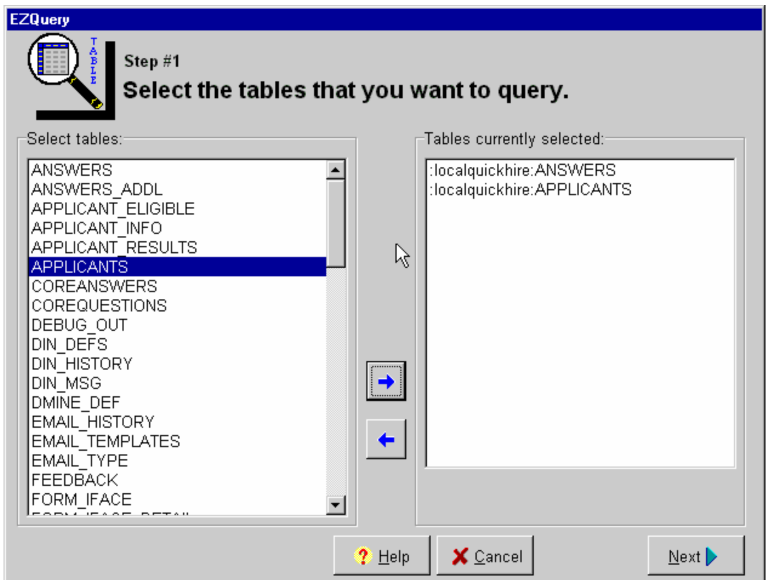


Fig. 9.33 EZ Query Step #1

At least one table must be chosen. If more than one table is chosen, the **Specify Table Relationship** window, **Figure 9.34** below, will open. The purpose is to note how the table being selected relates to one of the tables already in the query. The Table Relationship window prompts the user to select the field or multiple fields from the first table that is/are present in the other table(s) selected. This process joins the tables together allowing the user to draw out information contained in one table based on the information in another.

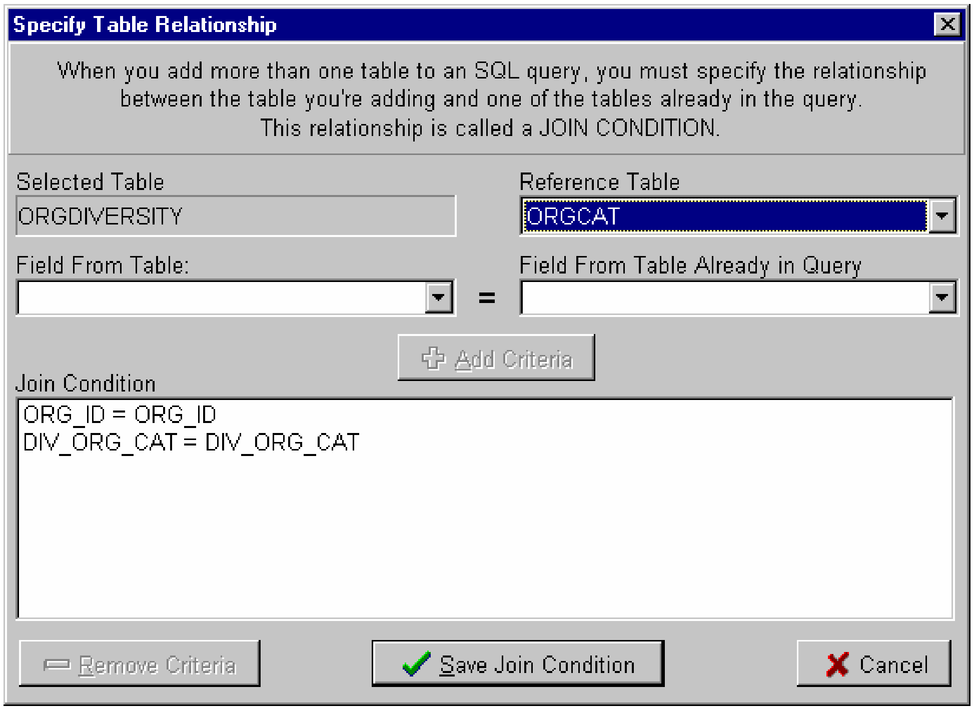


Fig. 9.34 Specify Table Relationship Window

In this window, the **Selected Table** field will contain the table just selected, whereas the **Reference Table** field will have a dropdown box from which to select a previously chosen table to which the Selected Table will be joined. Any identical fields will automatically be noted in the **Join Condition** box. The user can add Join Conditions by selecting specific fields from the Field From Table dropdown box and the Field From Table Already in Query dropdown box and clicking the **Add Criteria** button. The user also has the option to change the Join Condition(s) in this window. To change the Join Condition once the window has been closed, click the **Specify Table Relationship** button. When finished in this window, click **Save Join Condition** to return to Step #1.

When all the tables are selected, click the **Next** button.

9.5.2 Step #2 – Select the fields that you want to output.

Step #2 in creating a query, **Figure 9.35**, is to select the fields to appear in the output. Fields that are necessary in creating a join between tables don't necessarily need to be part of the answer set.

By default, the radio button for **All Fields** is selected. If the user wants to specify the fields to be added, rather than add all fields, click **Choose Fields**. When this is selected, a box for **Available Fields** appears on the left and one for **Currently Selected Fields** appears to the right, with blue arrows in the middle for moving fields between the boxes. To select a field, first select the field name from the Available Fields list, then click the right arrow button. The field should now appear in the Currently Selected Fields list. To deselect a field, select the field from the Currently Selected Fields list, then select the left arrow button. The double arrow buttons will move all fields from one list to the other.

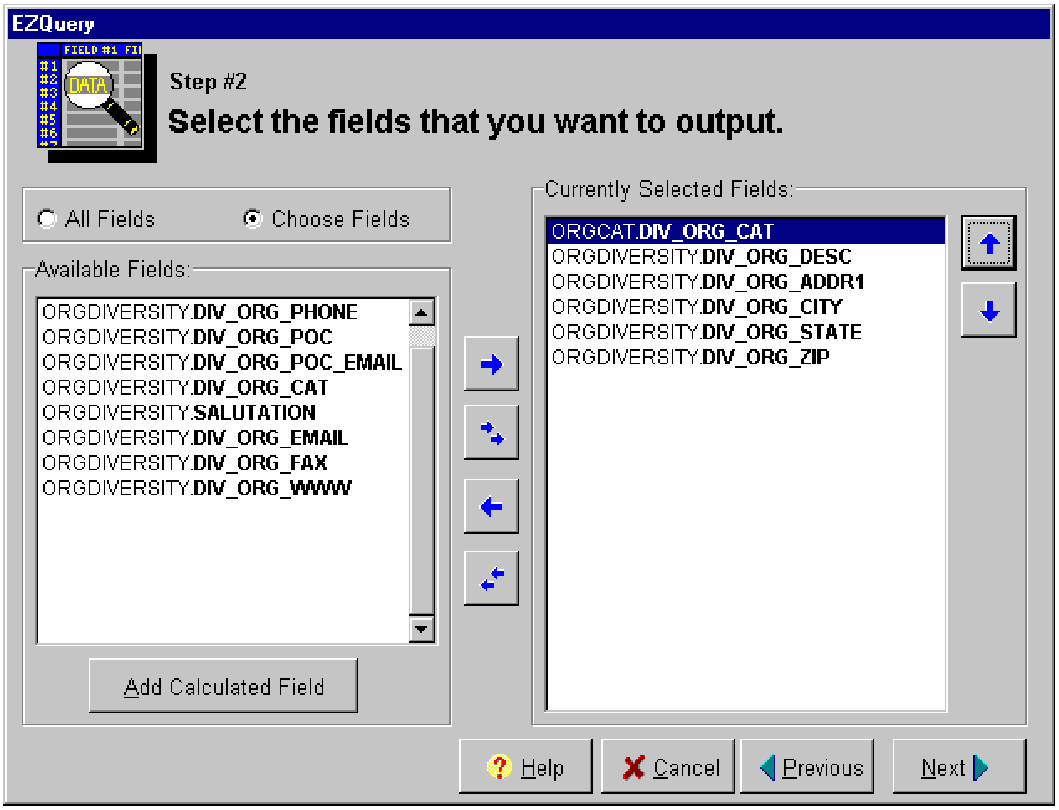


Fig. 9.35 EZQuery Step #2

In addition, the up and down arrows to the right of the Currently Selected Fields box allow users to change the output order of the selected fields. Highlight the field from among the Currently Selected Fields to be moved and click the up or down arrows as necessary until the fields are in the desired order.

The user has the option to add calculated fields by selecting the **Add Calculated Field** button, **Figure 9.36** below.

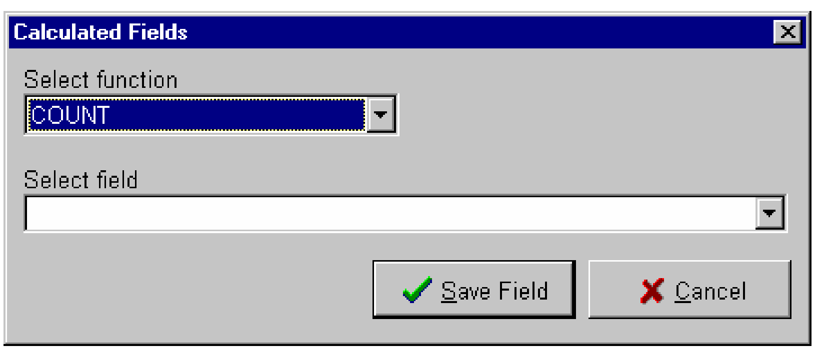


Fig. 9.36 Calculated Fields

Calculated fields in a query allow users to find minimum or maximum value, sum, average, or count data within a field. Create the calculated field in the Define Criteria window by selecting an algebraic function from the dropdown list. Then select the data field to calculate. When finished, click on the **Save Field** button to add the field and close the popup window. To delete a calculated field, highlight it and click on the left arrow.

When finished making selections in this step, click the **Next** button.

9.5.3 Step #3 – Define the Search Criteria.

In Step #3, **Figure 9.37**, users **Define the Search Criteria**. Search criteria are specific values that the user wants to search as part of the query. Step #3 is where most query difficulties arise, so special attention should be paid to the selection criteria and logical operators used to identify the data to be included and/or excluded.

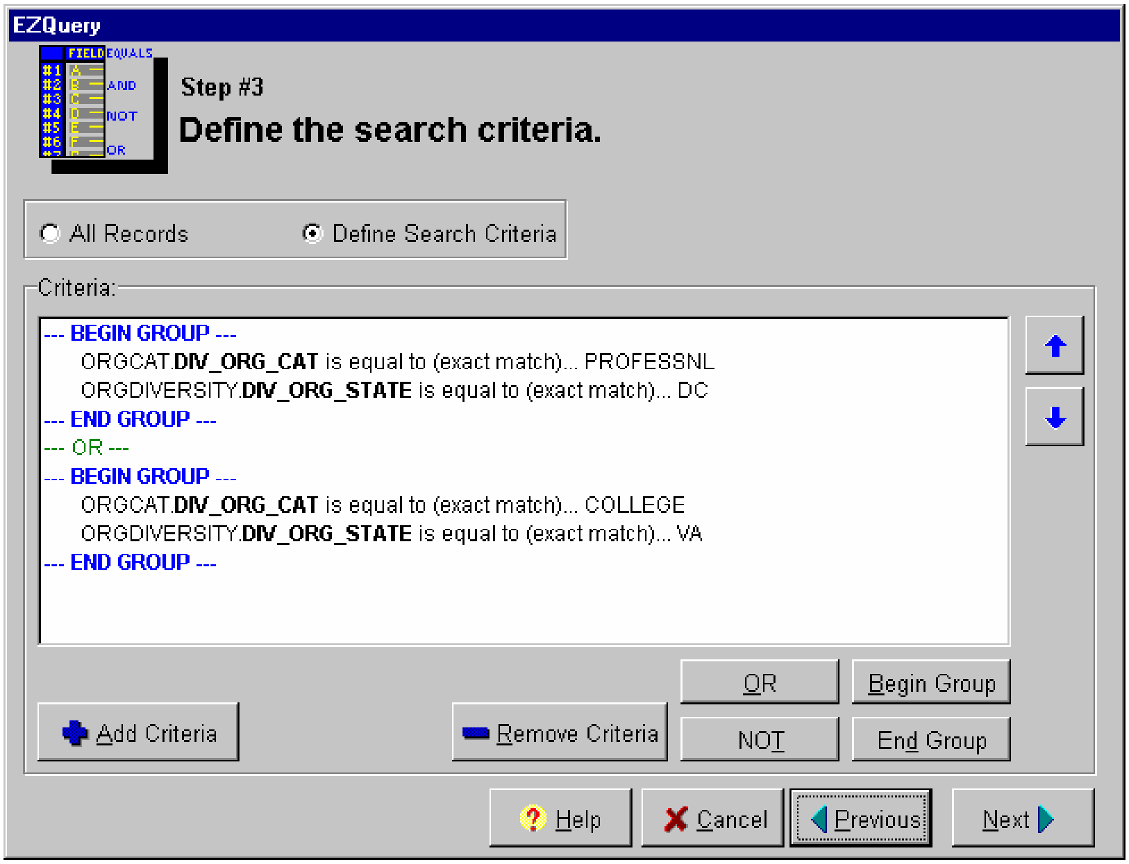


Fig. 9.37 EZQuery Step #3

By default, the **All Records** radio button is selected. If the user wants to set the search parameters, rather than search all records, click **Define Search Criteria**. When this is selected, the box **Criteria** appears with functional buttons along the bottom and up and down arrows on the right.

Click the **Add Criteria** button to access the **Define Criteria** dialog box, **Figure 9.38** below.

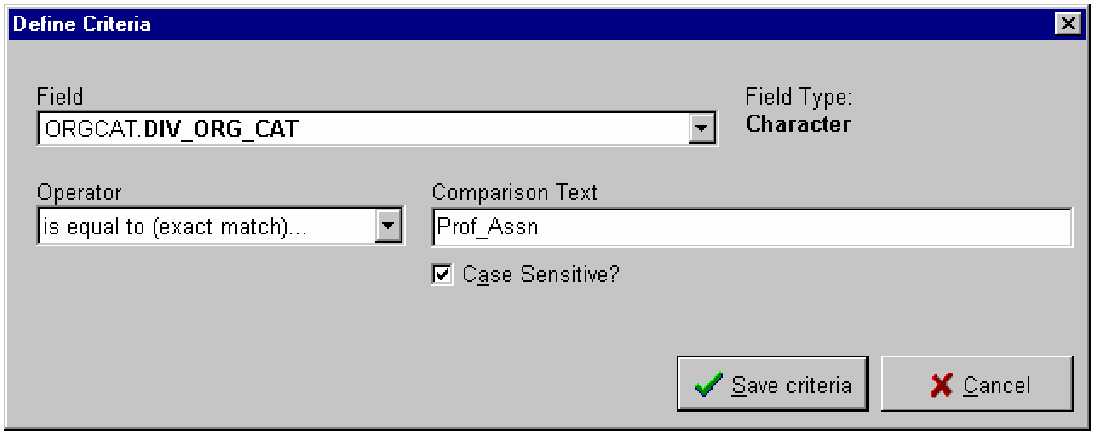


Fig. 9.38 Define Criteria

Select the **Field** and **Operator** and enter the **Comparison Text**, noting whether or not the search should be **Case Sensitive** by checking the "Case Sensitive" checkbox on the "Define Criteria" pop-up window. For example, if the user was looking for applicants whose last name began with "N," then the Field selected would be "LNAME," the Operator selected would be "is like," and the Comparison Text value would be "N." Notice that when a field is selected, its type, such as Character, Number or Memo, appears to right of the Field box. Field Type identifies the field in order to give some guidance as to the form of the information entered in the Comparison Text box. Select **Save Criteria** when finished. The following is a list of the operators and an explanation:

Operator	**Explanation**
Is equal to (exact match)	Matches exactly the value given
Is like (non-exact match)	Matches the value where it appears anywhere in the field
Is not equal to	Does not match the value given
Is greater than	Is more than the value given (not inclusive)
Is greater than or equal to	Is the same as or more than the value given (inclusive)
Is less than	Is before/less/lower than the value given (not inclusive)
Is less than or equal to	Is the same as or lower than the value given (inclusive)
Is between	Falls between the two values given (values separated by a comma)
Is in the list of…	Contains one of the values listed (values separated by commas)
Is blank	There is no value in the field

If repeating the Add Criteria step to add another criteria, the relationship between the two will automatically default to the entered value. To add an alternate criteria (i.e. union, statistically), first select OR then select Add Criteria. NOT is another option used to designate which values should not be included. To separate groups of criteria, start the section by clicking on **Begin Group**, enter the criteria and operators, and click on **End Group**. The use of Begin and End Group is similar to using parentheses algebraically. Logical operators could also be used between groups of criteria. For example a user could construct groups of criteria resembling the following: [(A AND B)

OR (C AND D)], which would be entered as Begin Group, Criteria A, Criteria B, End Group, OR, Begin Group, Criteria C, Criteria D, End Group. Again, the up and down arrows to the right of the Criteria box can be used to rearrange criteria and operators.

When finished defining the search criteria, select the **Next** button.

9.5.4 Step #4 – Choose the order you want the results in.

Step #4 in creating a query is to set the sort order for the result set. This window, **Figure 9.39**, defaults to **Natural Order**, which is just the order the records were created in the database. To specify how the data should be sorted, choose **Set Order**. This will bring up a box for **Available fields** and one for **Selected order**, along with horizontal and vertical arrows.

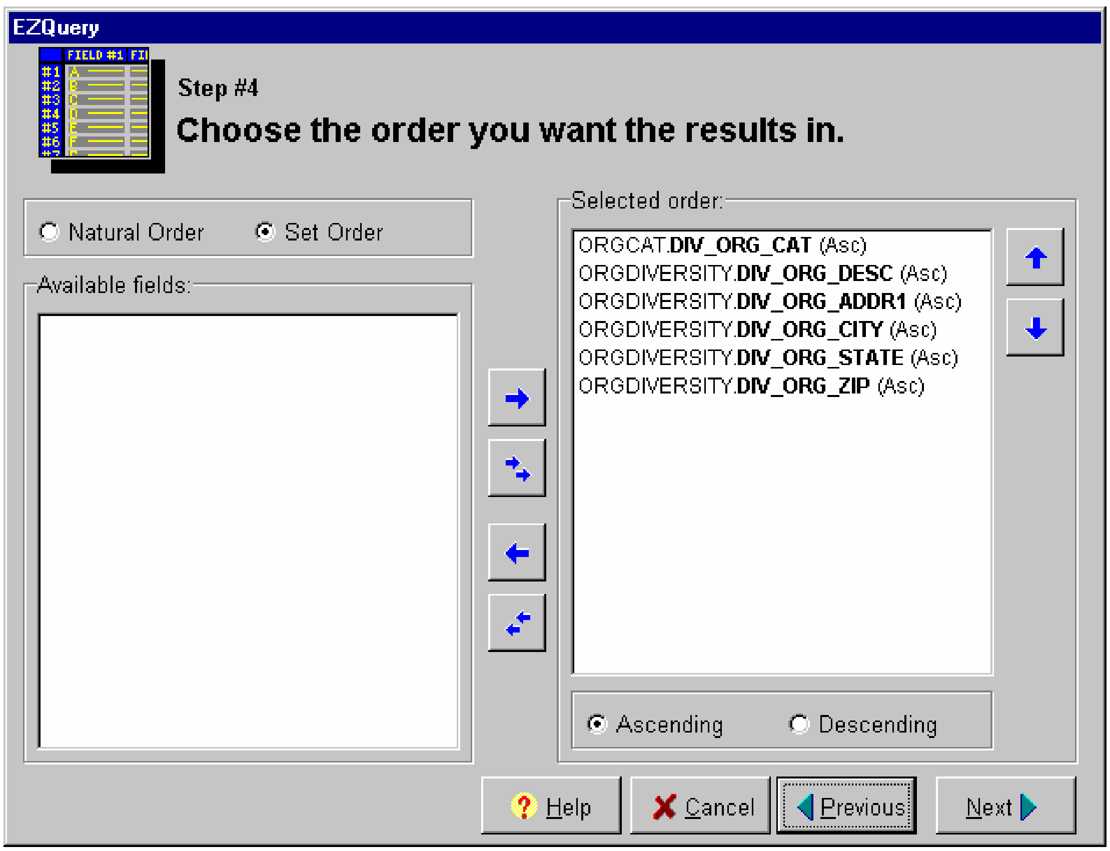


Fig. 9.39 EZQuery Step #4

The sort order is the key organizing principle for displaying the results of a query. Data is sorted by fields and then within fields in ascending or descending order. The first field specified controls the overall order. It appears in the left column in the results. As many sorts as needed can be included in the report in order to view the data in meaningful ways. A second field for sorting creates a subgroup within the first group. A third field for sorting creates a subgroup within the second group and then within the first group. The pattern continues for all fields selected.

Use the arrows in the middle of the boxes to move the fields to be sorted from the Available to the Selected box. The double arrows will move all fields between the boxes. When the fields have been chosen, decide for each field whether the data should be in ascending or descending order. Highlight a field in the Selected order box and click on either **Ascending** or **Descending**. The label next to the field will either be "(Asc)" or "(Desc)" depending on the choice. Again, the up and down arrows can be used to control the field sort order.

When finished selecting the sort order, select the **Next** Button.

9.5.5 Step #5 – Choose the way to group the selected records.

Step #5, **Figure 9.40** below, involves defining the record grouping.

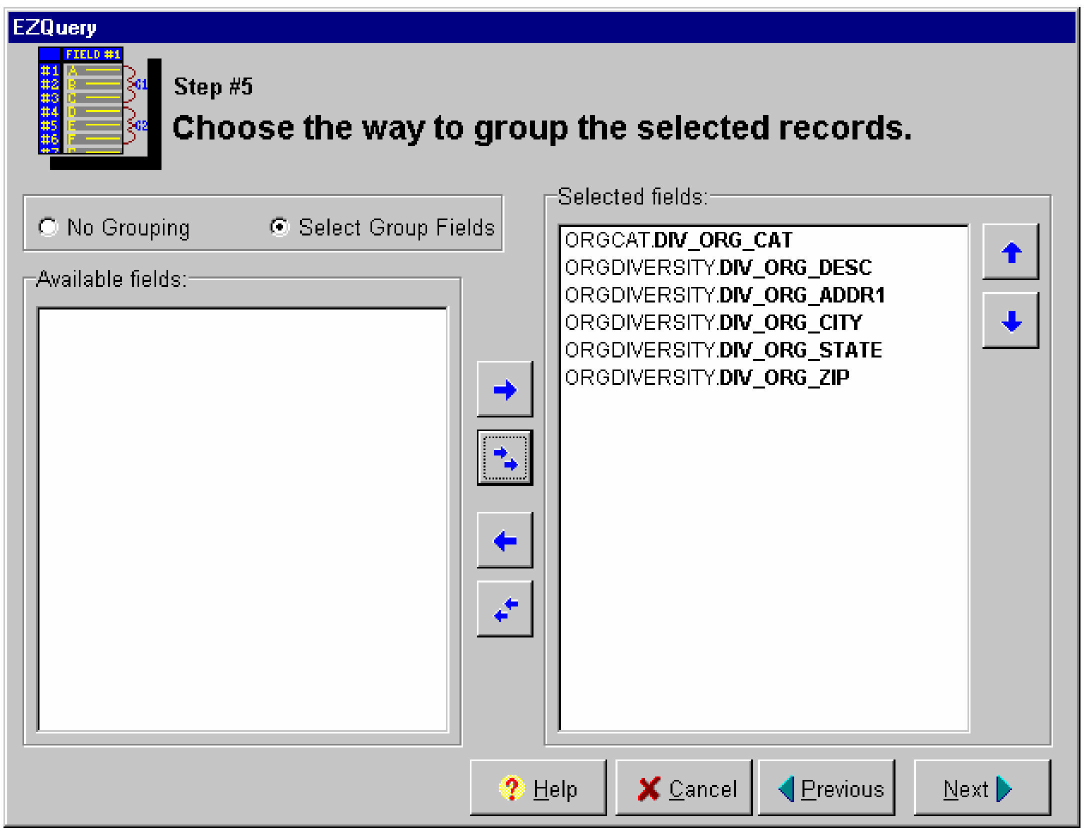


Fig. 9.40 EZQuery Step #5

SQL has strict restrictions as to how records may be grouped. EZQuery automatically enforces these restrictions. For example, if a query includes both aggregate functions and regular fields, ALL of the regular fields must be present in the GROUP BY clause. EZQuery will recognize this and will automatically put all of those fields in the **Selected Fields** list box. Trying to remove one of the fields will call up an error message. The restrictions on the GROUP BY clause make it difficult to use. It may be a good idea to skip the grouping until the results are produced, then go back and edit the query, if necessary. To continue to the final step, select the **Next** button.

9.5.6 You have finished defining your query!

A window stating "You have finished defining your query!", **Figure 9.41**, will appear. At this point, an **optional description** may be entered for the query. This description will be used if the query is later saved. Other optional features on this window are **View SQL** and **Edit SQL**. It is not necessary to use these two options and they are only recommended for advanced users. Be advised that using Edit SQL may make it impossible to go back and edit the query using the step-by-step wizard.

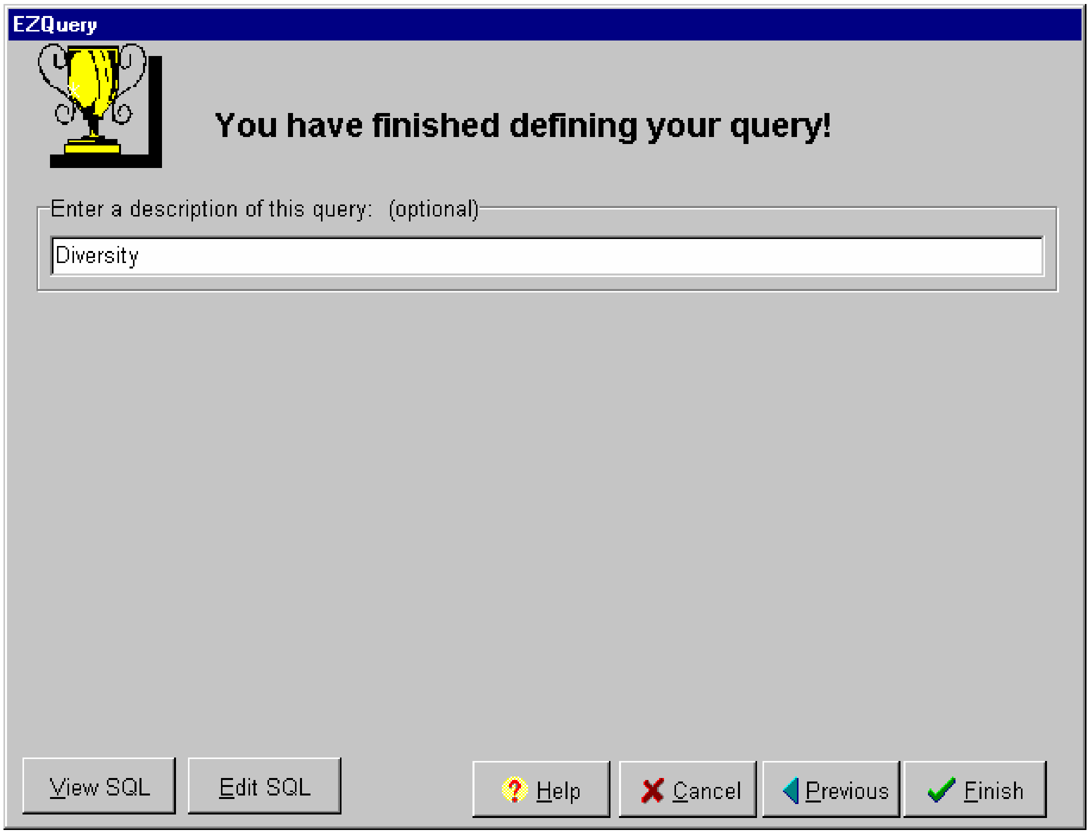


Fig. 9.41 EZQuery Final Step: Enter Description

When completed, select **Finish**. This will activate a prompt asking whether or not to perform the query. Selecting **No** will close the EZQuery Wizard and return the user to the blank window encountered when first opening the Ad Hoc Report Tool. However, all of the buttons on the bottom toolbar will be enabled and instead of the **New** button, there will be an **Edit** button. The **Edit** button will return the user to EZQuery Wizard's Step #1 to make changes, if necessary. Selecting **Yes**, on the other hand, will display the query results in a grid. The fields form the column headings and each record appears as a separate row.

9.5.7 Working with Query Results

The results should be checked to see whether or not they produced what was expected. Apply the following two tests to the results:

- The Sensibility Test: Do the results make sense? Did data that was expected to be included show up in the results? If not, select the **Edit** button to review the sorts and conditions for complexities that impact the results.

- The Validity Test: Are the results sorted and grouped correctly? Are the conditions for data inclusion or exclusion met? It is advisable to check some results against standard reports that contain some of the same data or check a few computations manually. If necessary, use the **Edit** button to change the query.

When satisfied with the query, selecting the Save button can save the query. In the **Save Query** window, the optional description entered before will be entered in the Description field. Make any changes to the query name or add a Description if there is none and select Save Query. Saving a query means that it can be run using the current contents of the database at any point.

9.5.8 Customized Report Tool and Report Designer

Additionally, the user can create a report to display the results of the query. First load a query and run it to obtain a result set then use the Report Designer. The Report Designer can only be used with an existing query. The **Report Designer** and its wizard are used to create a layout for report results. Once created, the layout can be saved and reloaded whenever a query is performed.

9.5.8.1 Select Report Type

To access the Report Designer, select Report from the Ad Hoc toolbar, while the query results are loaded. This displays the report tool in the background with a prompt, **New Report Definition** window **Figure 9.42**, to choose the report type.

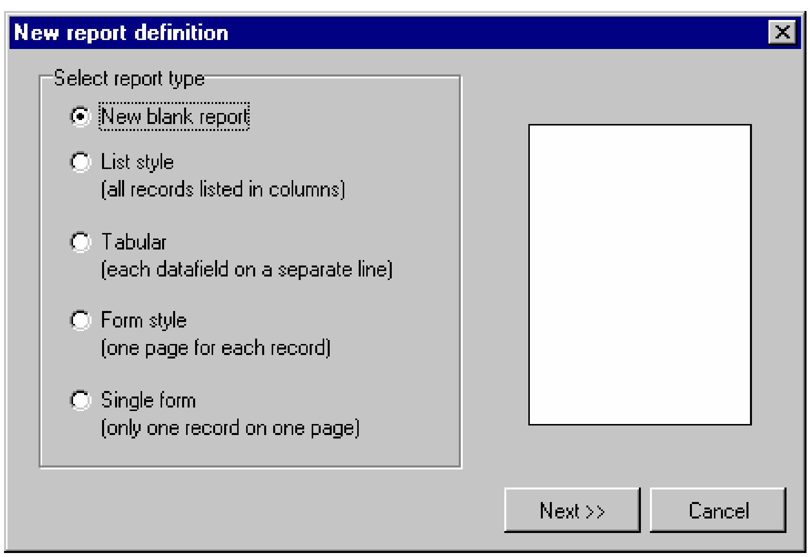


Fig. 9.42 Report Designer: Select Report Type

The first step is to **Select report type**. Clicking on a report type will display an example to the right. Select the type and click **Next**. Selecting New Blank Report will close the wizard and should only be selected if the user wants to utilize the Report Designer in place of the wizard (see **Section 9.5.8.7**). The other report types, when selected, will result in proceeding to the second step of the wizard.

9.5.8.2 Please select the fields you want to include in your report

This field is similar to Step #2 of the query creation wizard except that the fields from which to choose from are narrowed down to the ones selected for the query output (see **Figure 9.43**).

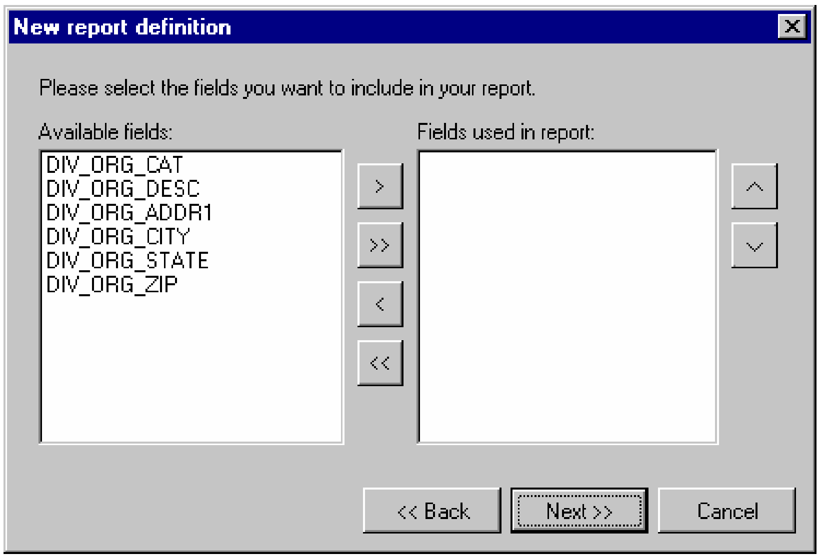


Fig. 9.43 Report Designer: Select Fields

Select the fields from the **Available fields** list and use the right arrow to move them to the **Fields used in report** box. Use the left arrow to deselect a field. Alternatively, the user can highlight a field and drag and drop it in the other box. Use the Ctrl key to highlight more than one field simultaneously. The double arrows will move all of the fields from one box to the next and the up and down arrows will change the order of the selected fields. Click **Next** when finished.

9.5.8.3 Please select which additional bands will be added to the report

This step is used to select features to add to the report to make it more presentable and easier to understand (see **Figure 9.44**).

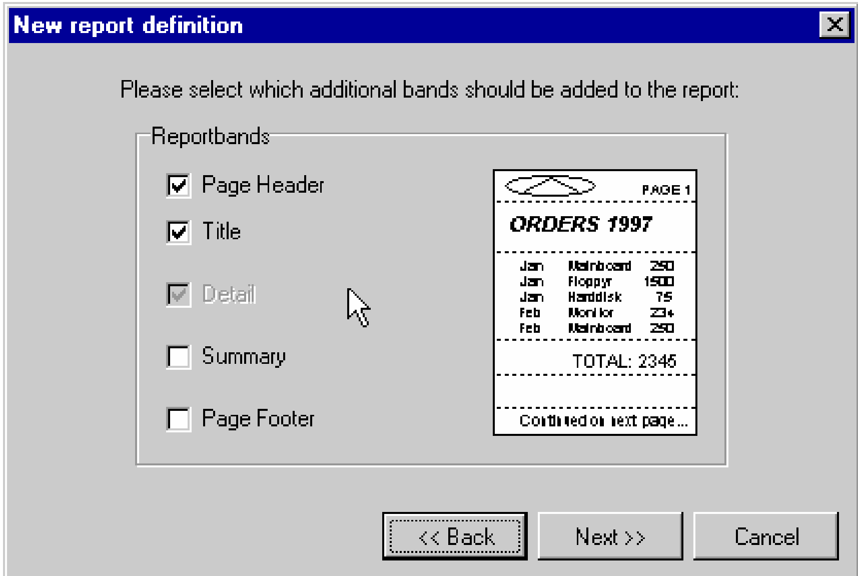


Fig. 9.44 Report Designer: Select Additional Bands

The choices are Page Header, Title, Detail, Summary, and Page Footer. A visual explanation of each band is provided to the right of the list. When finished making the selection(s), click **Next**.

9.5.8.4 General Report Options

This step involves entering and selecting other setup options, **Figure 9.45** below.

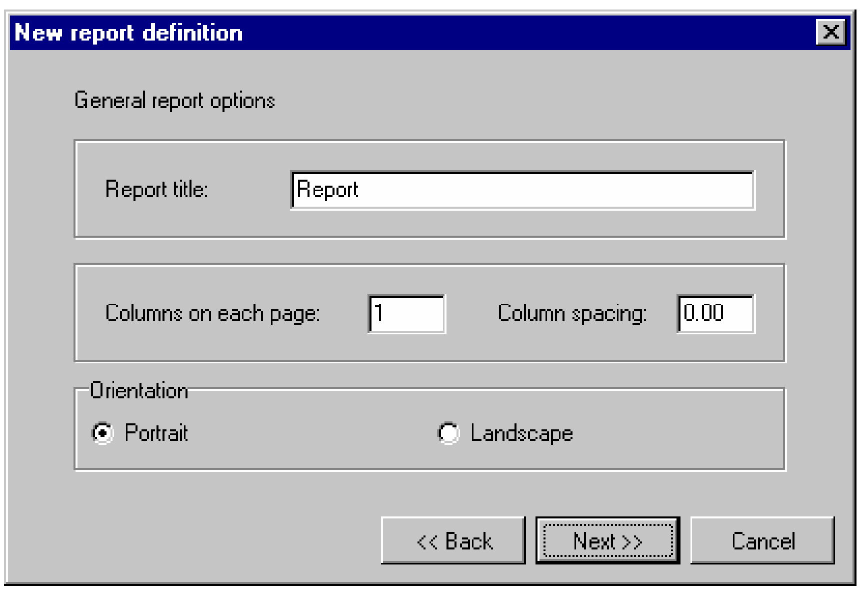


Fig. 9.45 Report Designer: General Report Options

Enter a title for the report, the number of columns per page and the column spacing. Then select the orientation. It is possible to try some setup option at this point, finish the report and edit it later, if necessary. When ready, select **Next**.

9.5.8.5 Font and Line Selections

This window is used to select fonts and lines options, **Figure 9.46** below.

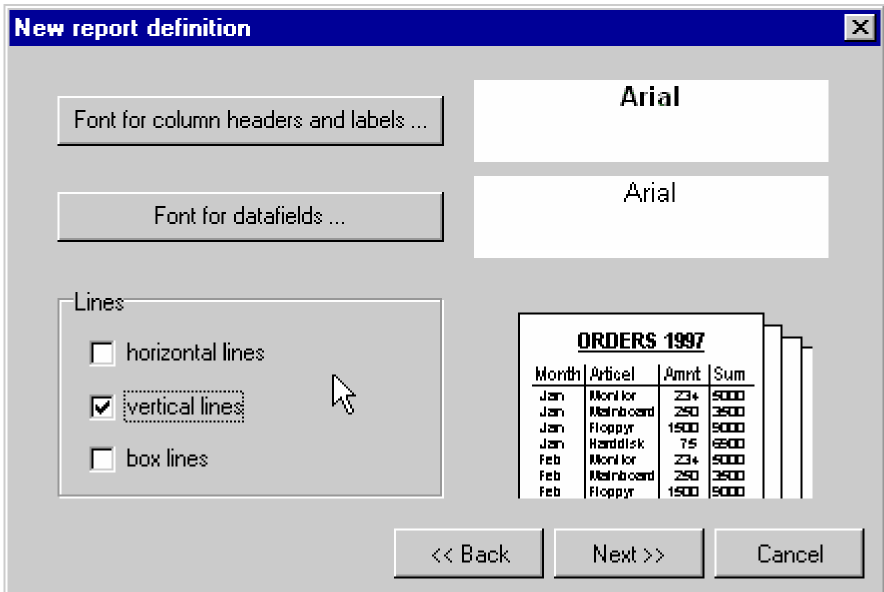


Fig. 9.46 Report Designer: Font and Line Options

Click the appropriate box to make font-related selections for the column headers and labels and/or data fields. In addition, decide whether or not to add lines and choose the appropriate line format(s). When selecting a line type, the illustration on the right offers a visual of the line's position. Select **Next** when finished.

9.5.8.6 Preview Report

This is the final step in the Customized Report Tool Wizard, **Figure 9.47**. Select either **Preview** to view the report layout and return to the wizard or **Finish** to close the wizard and use the report designer to make any changes to the layout. The user can also choose to go **Back** to one of the prior five steps or **Cancel** the layout.

Fig. 9.47 Report Designer: Preview/Finish Window

Choosing **Preview** will produce the report complete with the layout and query results. The report will look similar to and have the same toolbar of options at the top as the standard applicant, Organization and Vacancy reports. At this point, it is possible to Print the report or **Save** it. When finished, select **Close** to return to the wizard. Either go **Back** to make changes or select **Finish** to close the wizard. Save the report by selecting **File**, then **Save** or by going back to the Ad Hoc Report Tool, selecting **Save** and choosing **Report**. Either way, in the File Name field the extension will appear as "*.REP". This extension has to be added to the file name, so simply replace the asterisk with the name or remember to add ".REP" to the end of the file name to be entered.

9.5.8.7 Report Designer

In place of using the wizard, or to make changes to a layout after closing the wizard, **Report Designer** can be used. Report Designer, **Figure 9.48**, has a Main Menu consisting of the following: **File**, **Edit**, **View**, **Report**, and **Help**. Below the main QuickHire® icons are three rows of Report Designer icons, which are simply an easier way to access the Main Menu's options.

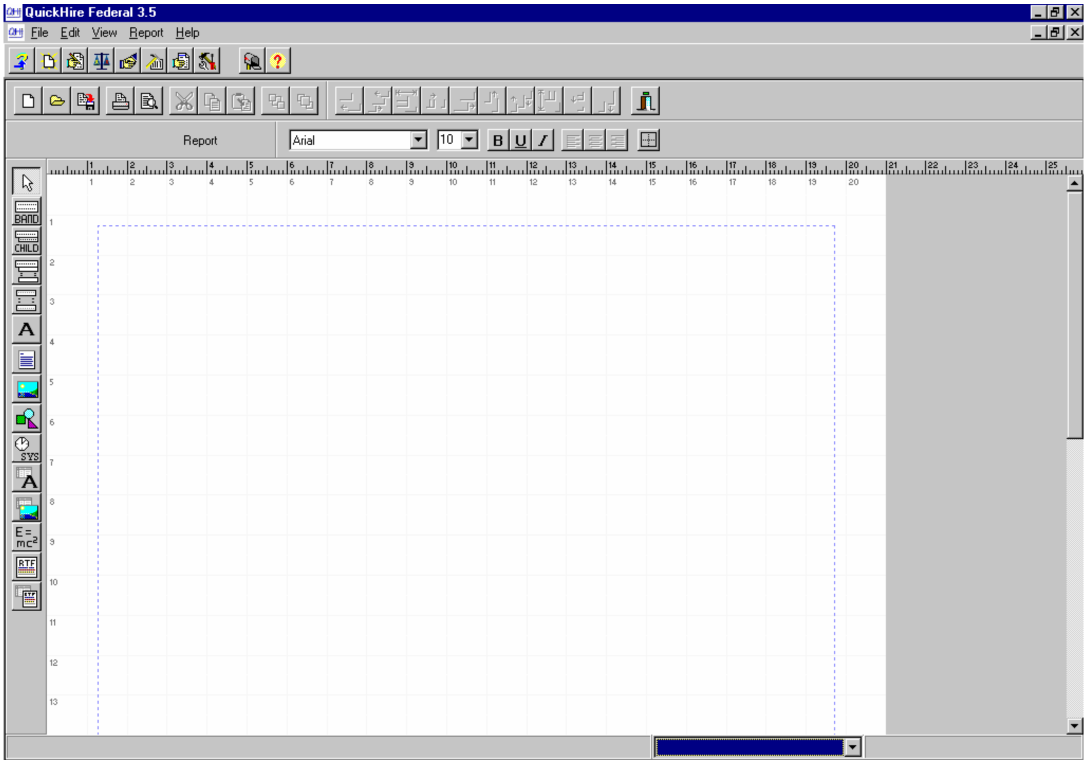
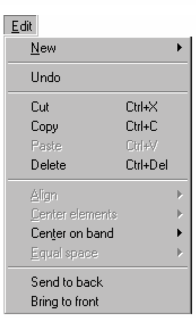


Fig. 9.48 Report Designer: Main Window

When a user clicks on any of the Main Menu items, a list of functions that can be accessed using the menu appears. Users click on the specific function they want to use. Below is a brief description of each item.

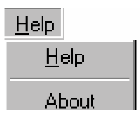
The File menu provides the ability to create, open, save, preview, print and setup to print a report layout. In addition, Exit can be used to close the Report Designer.



The Edit menu allows users to add new elements to the report; undo actions; cut, copy, paste and delete; align, center, and space elements out; and send objects to the back or bring them to the front.

The View menu gives users access to view or hide toolbars; magnify as needed; rotate, hide or reset the bands; and show the band ruler and names, align elements to the grid, and decide whether or not to distinguish between the different segments of the report during design by showing lines and color.

From the Report menu, the user can enter a title, select the orientation, change the font and font size, specify the paper size, set the margins, and add a frame and vary the line style and color. Additionally, the user can decide to import data not generated by QuickHire® or create a new data set.



The Help menu can be used to access helpful information on working with reports, as well as general information about the Report Designer.

The three toolbar rows are comprised of icons that offer quick access to the most commonly used functions of Report Designer. Use the mouse to move the pointer over an icon and hold it there until the name/function of the icon pops up to identify it.

At any point while using the Report Designer, it can be minimized by clicking on the minimize button in the upper, right-hand corner of the window:

(Note: there will be two rows of the same three buttons – minimize, restore, and close – in the upper, right-hand corner; the top one is for QuickHire® overall and the bottom one controls the Report Designer.) The user can then return, if necessary, to the Ad Hoc Report Tool window with the toolbar along the bottom and the results of the query that was performed displayed on the window. By clicking **Save** and selecting **Report**, it is possible to save the report layout from this window as well.

9.5.9 Loading a Saved Query or Report

If a query or report has already been saved, it can be reloaded when using the Ad Hoc Report Tool. Select the **Load** button and select either **Query** or **Report**, as necessary. If choosing query, select the query name and click **Load Query**. If choosing a report, select the report name and click **OK**.

9.6 Chapter Summary

The QuickHire® reporting package is comprised of both standard reports and a tool to customize queries and report formats. The standard reports provide access to preset queries to generate information regarding Applicants, Organizations and Vacancies. The specific reports can be accessed by selecting Report from the main menu and choosing the report type. The Ad Hoc Report Tool and Report Designer, on the other hand, allow the user to customize a report by choosing the information to be queried from within all information captured in the database and creating a layout for its presentation. Another option is to export the query results to an external application. Both of the non-standard reporting tools have step-by-step wizards to guide users through customizing queries.

CHAPTER 10
DATA ADMINISTRATION

10.0 Overview

The **Data Administration** is a comprehensive utility which allows users with Data Administrator permissions to view, create, edit and organize information and records from one central location. This is where the categories, headings, codes, accounts, etc. used in other areas of the system are created and stored. This utility provides a way to view all of the organizations, vacancies, and questions from one location. Some of the functions that can be accessed through the main menu, such as building and editing a vacancy, can also be accessed from Data Administration, along with new functions, such as deleting a vacancy or creating question categories. Among the information maintained in Data Administration are many of the dropdown lists from which to make selections when creating vacancies, questions and diversity notification definitions.

To access this window, select **Utility** from the main menu and then choose the **Data Administration** option. Alternatively, the user can click on the Data Administration icon from the toolbar. The Data Administration window, when opened, has a column of five buttons on the left-hand side. Each of those buttons, Organization, OPM Reference Data, Questions, Vacancy and Users, has one or more tabs in which to view, edit or enter information (see **Figure 10.1**). Selecting the tab will bring its contents to the front of the window. Additionally, there are functionality buttons at the bottom of the window to work within the tabs, including VCR-type buttons to navigate the records (see **Figure 10.1**).

Many of the entries in Data Administration will have been completed for the user based on information supplied during the implementation stages. However, many of the lists allow for new entries, as well as edits and deletions, if necessary. Only users with Data Administration rights can access this window.

10.1 Organization

When Data Administration is accessed, the tabs that are initially visible are all reference data specific to the selected **Organization**. It is here that users can select, create, edit, or delete organization information; work with job codes; create or edit diversity categories and contact information; and work with additional information templates.

10.1.1 Organization Tab

In the **Organization Tab**, **Figure 10.1**, users maintain organization information. An organization can be thought of as an entity – a company, group, or even a division of a company. If an organization has already been created, it will be listed in a tree structure underneath the Organization tab name. When the user selects an organization, its information will populate the address, phone number and point of contact fields to the right. There are two tabs underneath the Organization tab: the **Organization Data Tab** and the **Organization Comments Tab**.

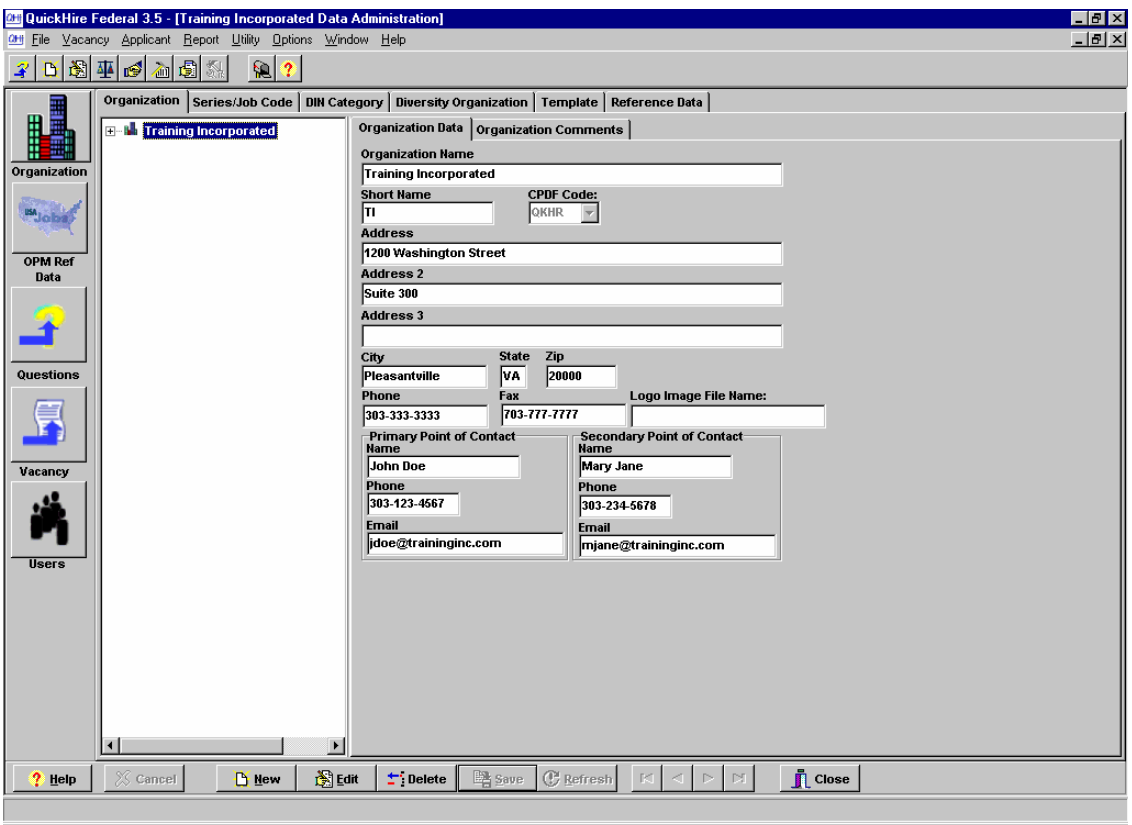


Fig. 10.1 Data Admin Organization Tab

In the Organization Data tab, to create a new organization, either select the **New** button at the bottom of the window or right-click in the white area of the box beneath the tab name and select **New Organization**.

When creating a new organization, the form on the right will be blank and the cursor will be in the **Organization Name** field. Fill in all of the fields, especially remembering to include the point of contact information for email notification purposes. The **Short Name** should be an abbreviation of the organization's name, not exceeding ten characters but preferably shorter than ten. This name will be used in the vacancy numbers automatically generated by QuickHire® if this option was chosen in System Settings (see **Section 12.1**). The **CPDF Code** is a code that identifies a government organization, not exceeding four characters. Additionally, if the **Point of Contact** field is not filled in and an individual applies for a vacancy, the notification of the application by default is sent to the point of contact listed in System Settings (see **Section 12.1.4**). When finished, click **Save** to add the organization. Users with the proper permission can delete organizations with the **Delete** button or by right clicking in the white area of the box beneath the tab name and selecting **Delete Organization**.

In the **Organization Comments Tab**, users enter general comments or additional information about an organization in a free text format, maximum 1000 characters. Click on the **Edit** button to enter notes and select **Save** when finished.

Another point to note about the Organization tab is that all of the other tabs within the Organization category, as well as within the other four categories (USA Jobs Reference Data, Questions, Vacancy, and Users), will reflect the information for whichever organization is selected in this tab. Accessing or entering information in any other tab or category will always start with selecting an organization from this tab.

The user can also create a new department within an organization here by right-clicking in the white area of the box beneath the tab name and selecting **New Department**. Departments allow the user to add structure to a particular organization by determining where data will be sorted within QuickHire. When creating a new department, the user will need to enter data into the fields in the right side of the window, similar to the process of creating a new organization, see **Figure 10.2**.

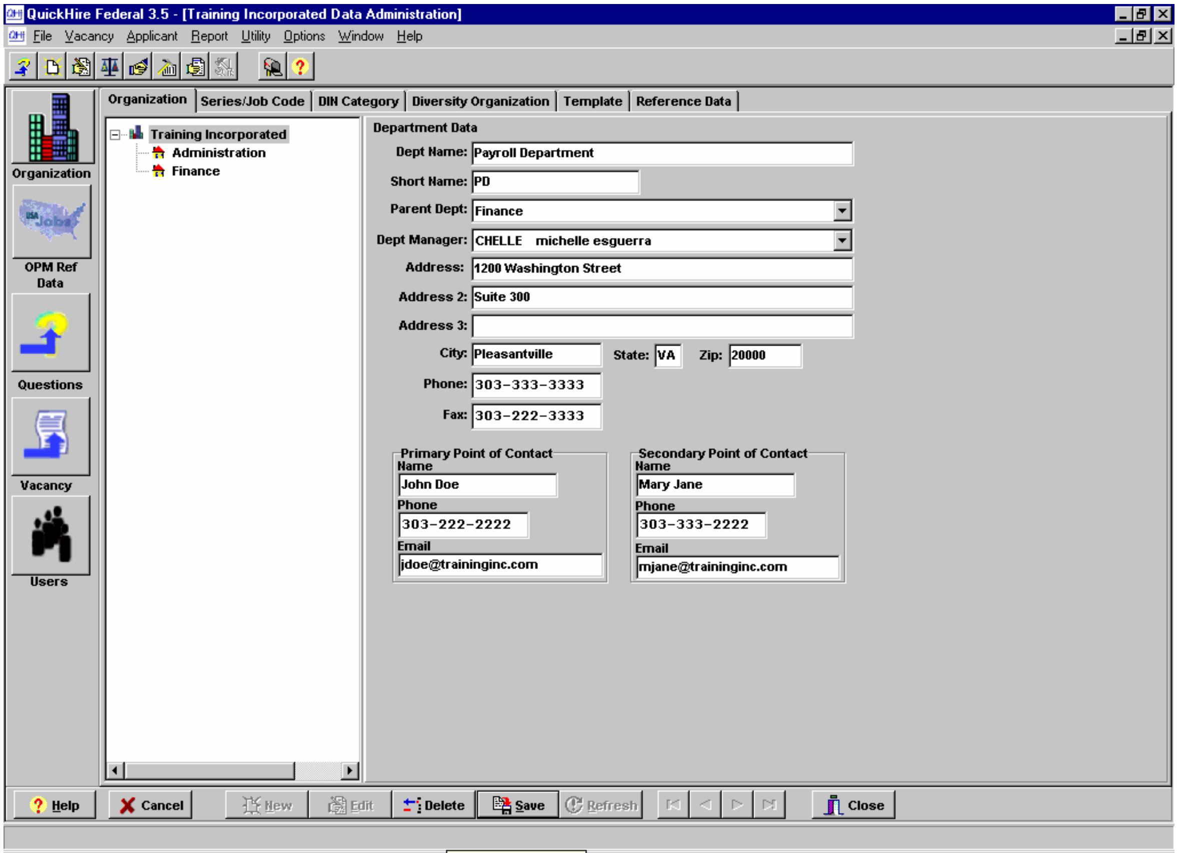


Fig. 10.2 Data Admin Organization Tab

The Short name field is an abbreviated version of the department name. The **Short Name** is used when the System automatically generates vacancy numbers. The **Parent Department** field allows the user to specify the parent department for the department that the user is creating, therefore adding structure to the organization. The **Department Manager** field allows the user to specify who the Department Manager is for this new department. The role of Department Manager varies in every agency. This individual must be a current user in the QuickHire® System. The remainder of the fields are self-explanatory. When finished, click **Save** to add the department. Users with the proper permission can delete departments with the **Delete** button or by right clicking in the white area of the box beneath the tab name and selecting **Delete Department**.

10.1.2 Series/Job Code Tab

The **Series/Job Code Tab**, **Figure 10.3**, is used to enter a code that further defines the vacancy and organizes vacancies by type. The job code must be entered in this window prior to creating a vacancy. This code can be any alphanumeric combination not exceeding 10 characters. If not taken directly from a federal series, this code is frequently created as an abbreviation of the position, such as ACCT for Accountant, ADMIN for Secretary, etc.

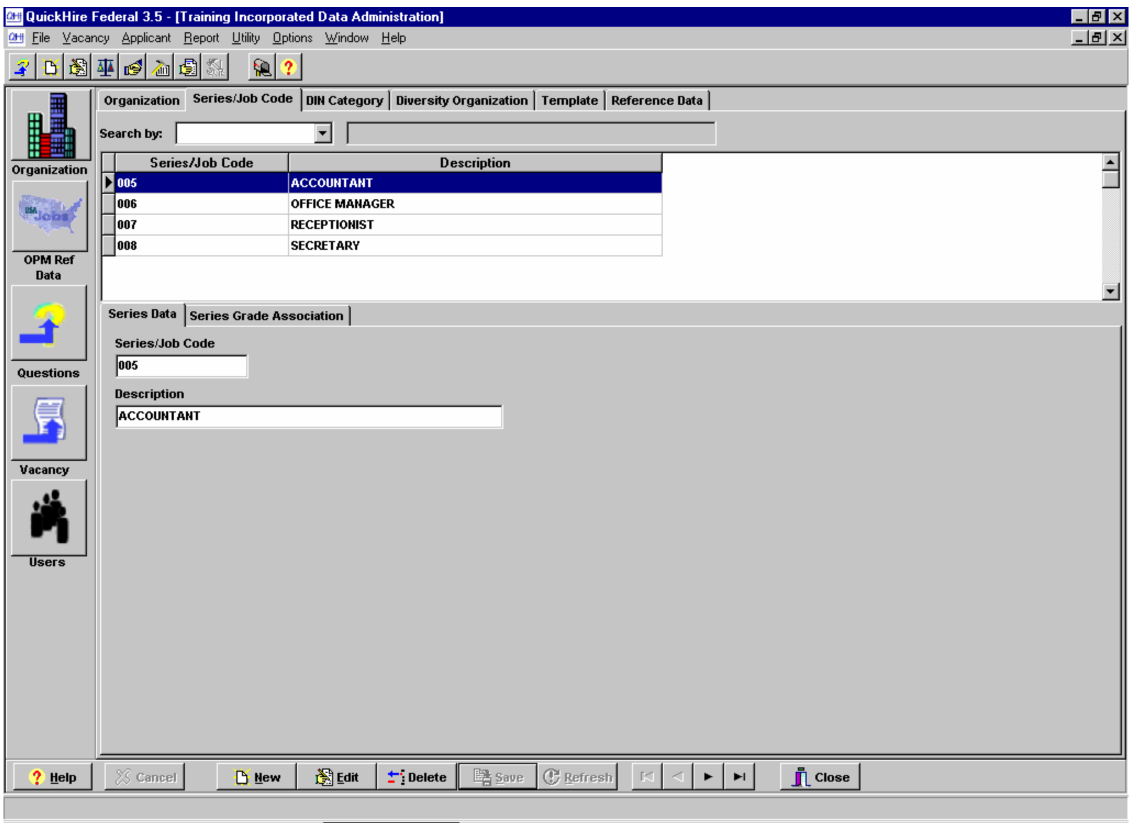


Fig. 10.3 Data Admin. Series/Job Code Tab

To enter a new job code, select **New**. Enter the new Series/Job Code and Job Code Description in the appropriate fields, for example "ACCT" and "Accountant," respectively. Next, select the **Save** button. In the event that a Series/Job Code record needs to be changed, highlight the Job Code from the grid listing all Job Codes at the top of the window. Then click on the **Edit** button at the bottom of the window, make the changes in the appropriate fields and click the **Save** button.

The user also has the ability to search records based on the fields in a record. The **Search By** field dropdown box in the upper left hand corner of window contains the fields for a specific record. To conduct a search, choose Series/Job Code or Description from the Search By dropdown box, then enter the Series/Job Code or Description in the field to the right and hit Enter. The Series/Job Code or Description will be pulled up in the list.

10.1.3 DIN Category Tab

The **DIN Category Tab**, **Figure 10.4**, is used to create categories by which to classify and organize diversity initiative notification organizations. The tab is used to group Diversity Organizations into common categories. At least one category must be created in order to create a Diversity Organization. Possible categories include professional organizations, community groups, and minority universities and colleges. To enter a new DIN Category, select **New**, enter the Diversity Organization Category name (not exceeding 8 characters) and the description (up to 50 characters) and click the **Save** button. Use the **Edit** button to make changes to an existing category.

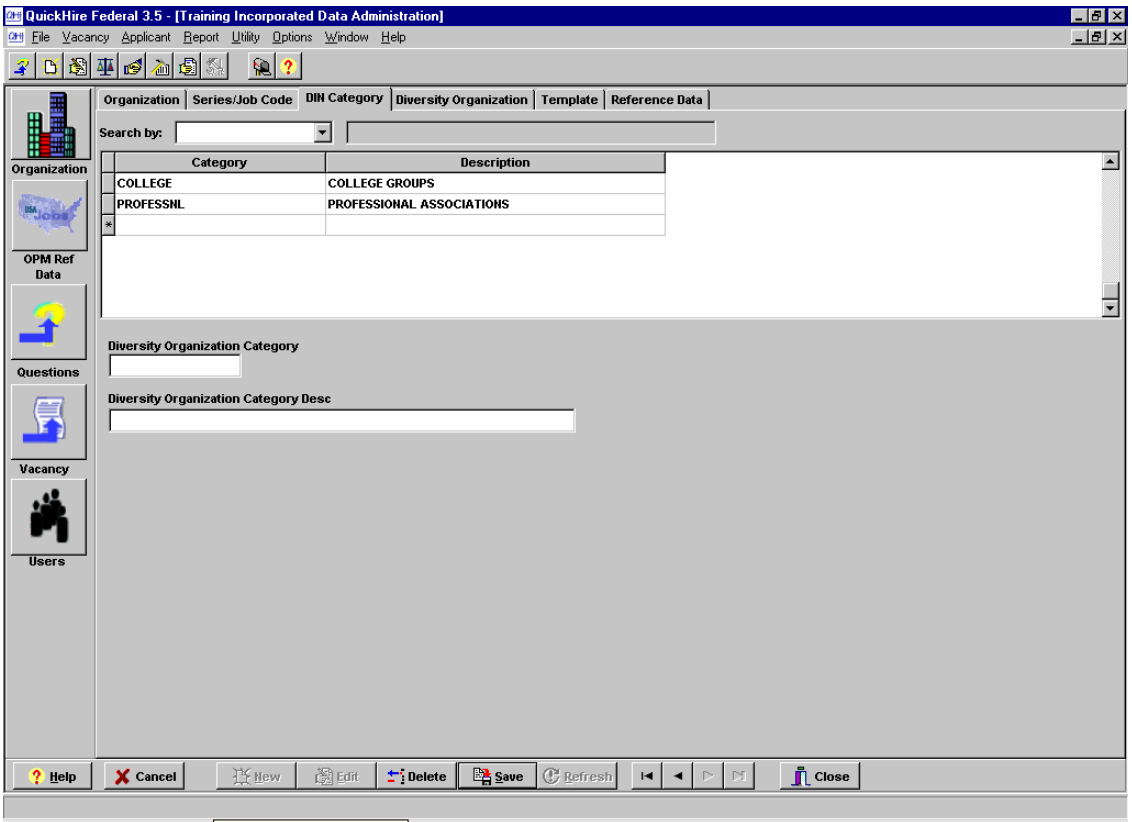


Fig. 10.4 Data Admin DIN Category Tab

10.1.4 Diversity Organization Tab

The **Diversity Organization Tab**, **Figure 10.5**, is used to store information regarding organizations and points of contact to use when creating a Diversity Initiative Notification. The diversity organizations need to have unique names and it is important that all of the information be filled out, so that these groups and individuals can be properly informed of vacancies. Use the **New** button to enter a new diversity organization. Enter all of the information, making sure to enter an appropriate **Salutation** and the correct **POC Email** address. When creating diversity notification (see **Chapter 5**), the salutation and email address are automatically taken from these fields in the Diversity Organization Tab. Select **Save** when finished.

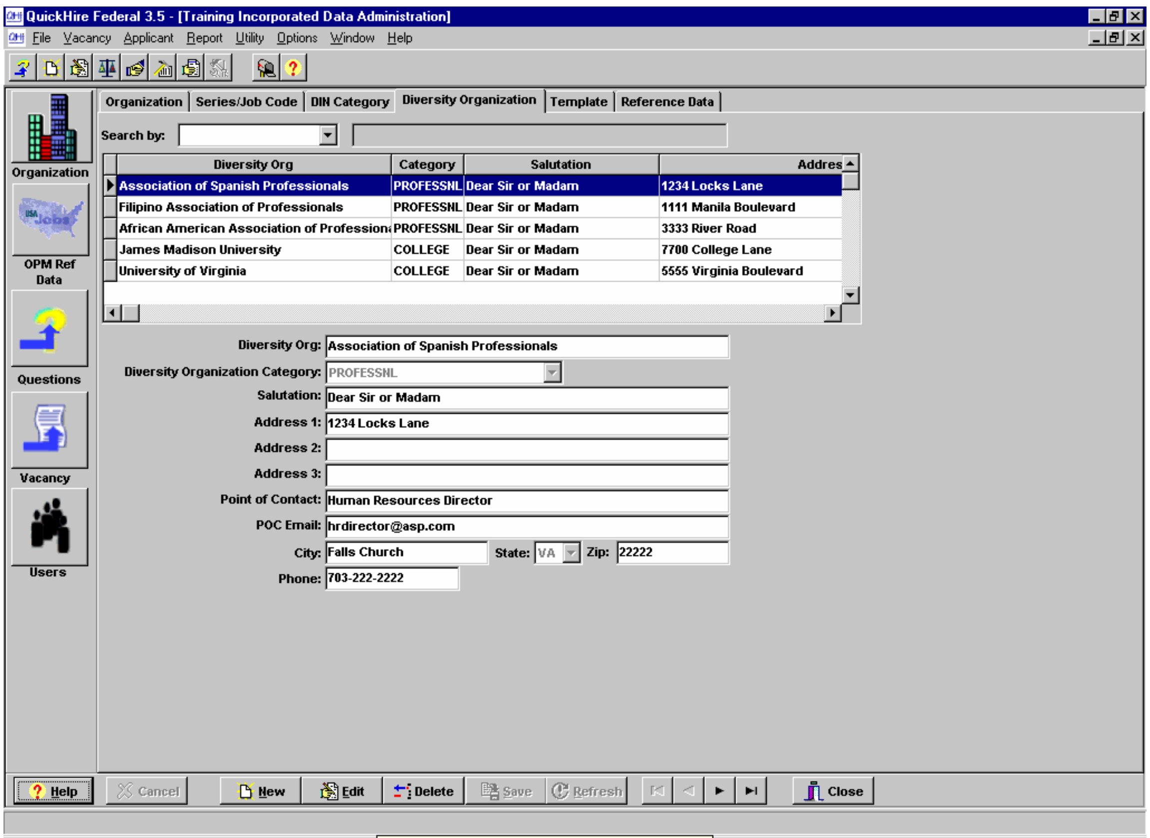


Fig. 10.5 Data Admin Diversity Org Tab

10.1.5 Template Tab

This tab, **Figure 10.6**, is used to create and edit a **Template** for use in filling out the Additional Information field when creating a vacancy (see **Section 4.2**). To enter a new template, highlight the Series/Job Code and select **New**. Type in a **Template Description** and enter the text into the **Template Information** field, the maximum number of characters is 28,000. Alternatively, the template text can be loaded from a file by right clicking in the Template Information textbox and choosing **Load from File**. Select the drive, directory, and file to load from the window and click **Open**. In addition to completing the Template Information field, the user can enter a **Position Description Identifier**, which is an optional field that further describes the vacancy for use in conjunction with other classification systems, such as QuickClassification. While templates are not required to create vacancies, they are helpful in creating multiple postings that have similar job duties or requirements. Templates may also be deleted from this tab.

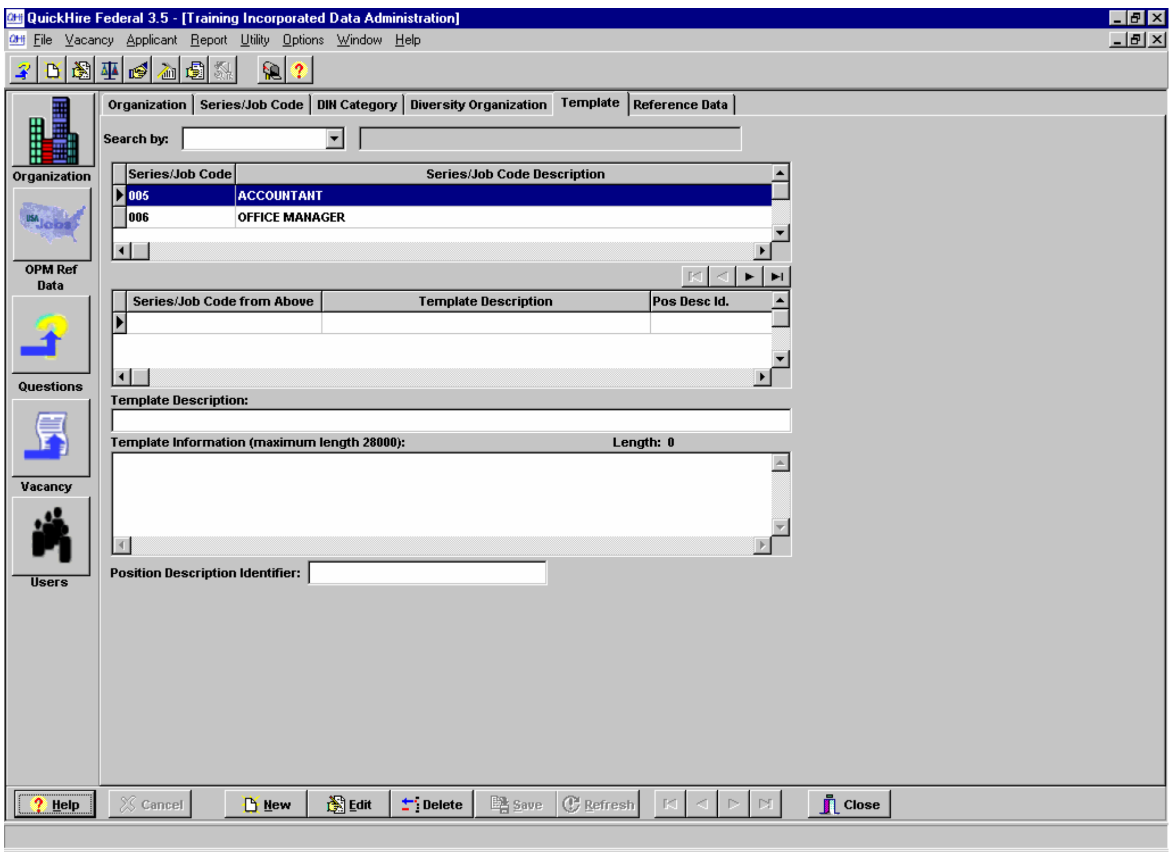


Fig. 10.6 Data Admin Template Tab

When working with an existing template, select the Series/Job Code and click **Edit**. For organizations with a particularly long list of job codes, it is possible to search the list. At the top of the window is a **Search by** drop down box, followed by a blank Search Value field. Identify whether the search criteria is a Series/Job Code or a Series/Job Code Description by clicking on the appropriate choice, enter the job code or description to search for, and hit **Enter**. If the exact code or description is not known, the percent sign (%) can be used as a wildcard. Simply enter the known information and substitute the percent sign for the unknown, then hit **Enter**.

10.1.6 Reference Data Tab

The tabs that comprise the **Reference Data Tab**, **Figure 10.7**, contain information and categories used in the Vacancy Builder Wizard. These tabs are used for creating cost categories, tracking codes, which are used in the Applicant Manager for both the vacancy and applicant tracking history, for creating phases which are used in the multiphase jobs, as well as for creating Announcement Types.

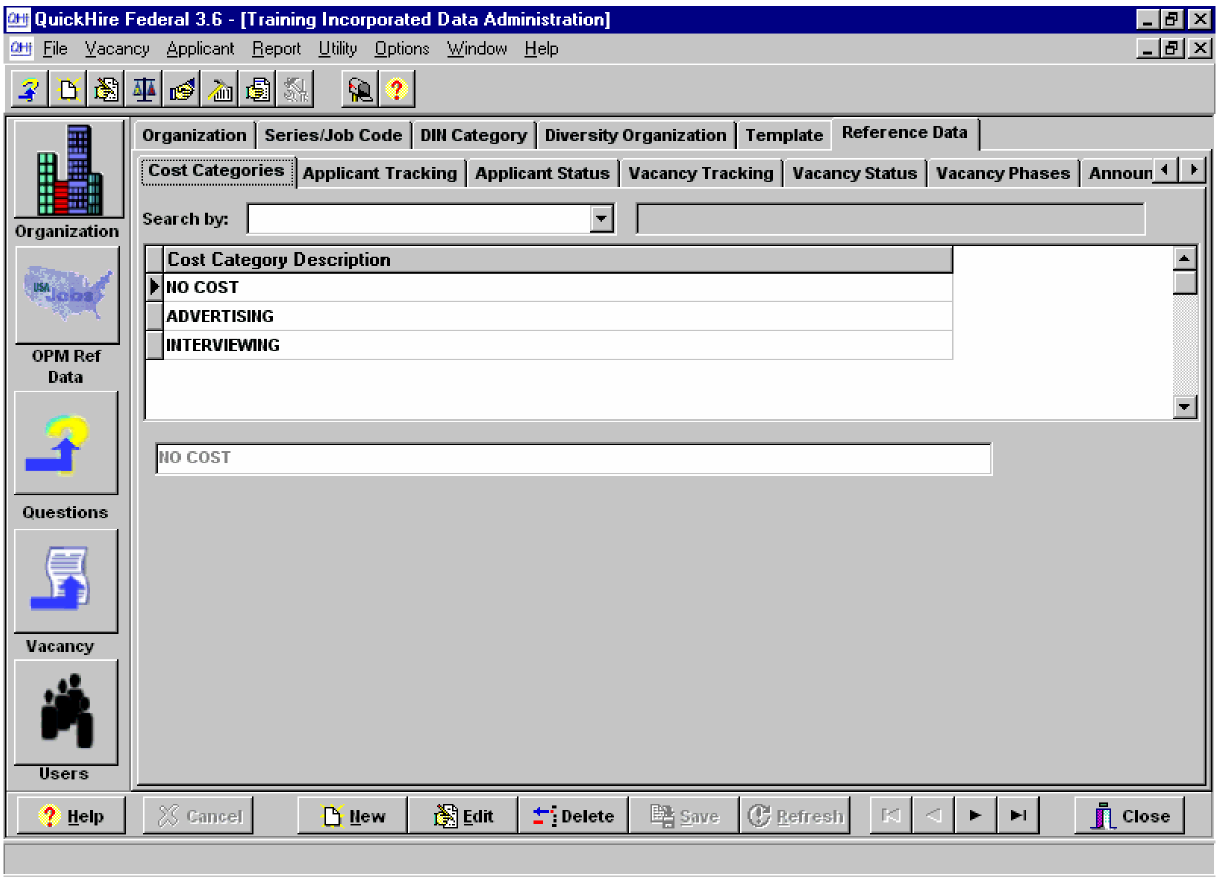


Fig. 10.7 Data Admin Reference Data Tab

The tabs are as follows:

- **Cost Categories**
  Cost Categories are used to group similar costs under a related heading. The categories entered will appear in the dropdown box when adding a Tracking Item in Applicant Manager.

- **Applicant Tracking**
  Applicant Tracking Codes are entered here for use in the Applicant Manager. Applicant Tracking Codes enable the user to review, create, and/or edit the actions associated with a specific applicant or job. Each Tracking Code may have an associated cost, which can be entered here.

- **Applicant Status**

The Applicant Status tab contains all of the Applicant Eligibility status codes, which can be assigned to an applicant at points in the hiring process. There are two applicant status categories: an **Applicant Eligibility Status** and a **Priority Eligibility Status**, which is not created in this tab, but will be discussed here.

Types of **Applicant Eligibility Status codes** include:

- Ineligible
- Eligible
- WQ (Well Qualified)
- BQ (Best Qualified)
- Selected
- Hired
- Non-Competitive
- Declined

The Applicant Status tab contains all of the Applicant Eligibility status codes, which can be assigned to an applicant at points in the hiring process. QuickHire® does have a static set of status codes; however, here the user can add custom statuses related to the QuickHire system status codes in this tab for use in the Applicant Manager. The applicant's Applicant Eligibility Status can be changed in the Applicant Hiring View tab. Editing an applicant's Applicant Eligibility Status will not affect the applicant's Priority Eligibility Status.

The **Applicant Public Status Description** is an additional feature available through QuickHire. It allows applicants to check the status of their applications via the Web Application. See **Chapter 14** for detailed information on this valuable, time saving tool.

The three **Priority Eligibility Statuses** are:

- Special: eligible under a Special Appointing Authority (SAA)
- CTAP
- ICTAP

The user cannot create or add additional Priority Eligibility Statuses. An applicant's Priority Eligibility Status (SAA, CTAP, or ICTAP) is determined by his/her responses to the Core Questions. Therefore, in order to change the Priority Eligibility Status, the applicant's answers to the core questions must be edited. Not all applicants will have a Priority Eligibility Status.

If an applicant is Special (SAA), CTAP, or ICTAP and the applicant's score is less than the WQ cut-off, the applicant should be classified as Eligible and either Special (SAA), CTAP or ICTAP. If an applicant is Special (SAA), CTAP, or ICTAP and the applicant's score is greater than the WQ cut-off, the applicant should be classified as WQ and either Special, CTAP or ICTAP.

Special, CTAP, and ICTAP are separate from an applicant's eligibility status (Eligible, WQ, BQ), where the status is based on the applicant's score in relation to the WQ cut-off score. Therefore, an applicant can be Special (SAA) and CTAP **or** Special (SAA) and ICTAP.

- **Vacancy Tracking**

  Vacancy Tracking has the same functionality as the Applicant Tracking tab, except the tracking items are applied to a specific vacancy.

- **Vacancy Status**

  The Vacancy Status tab provides the user with the ability to create custom status codes to reflect a vacancy's status. These custom Vacancy Status Codes enable the user to build upon the system Vacancy Status Codes of "Open", "Closed", or "Filled." The **Vacancy Public Status Description** is an additional feature available through QuickHire. If purchased, customers will see an additional Vacancy Public Status Description text box here in the Vacancy Status tab, which will allow applicants to view the status of a vacancy or vacancies that he or she has applied to on the web. See **Chapter 14** for more information on this time saving feature.

- **Vacancy Phases**

  The Vacancy Phases tab provides the ability to create different phases that must take place in the hiring of an applicant for a vacancy. These phases are then available in the Vacancy Builder. Values must be defined here if the user's organization will be creating jobs with multiple phases. Note: The user cannot use both Phasing and Standing Registers when creating a Vacancy.

- **Announcement**

  The Announcement tab allows the user to create Announcement Types, which can be helpful for reporting needs. Announcement Types are driven by a user-defined table within Data Administration. Announcement Types created in Data Administration are available for selection in Step #1 of the Vacancy Builder. The "Is Active" box will be checked if the Announcement Type is available for selection in the Vacancy Builder. The Announcement Type fields are not mandatory; however if the user chooses to designate announcement types, each announcement type can have multiple announcement types selected. Examples of Announcement Types include Disabled Veterans Appointment, Merit Promotion, and Selective Placement Program for the Handicapped.

10.2 OPM Reference Data

OPM Reference Data, **Figure 10.8**, is accessed through Data Administration by selecting the large **OPM Ref Data Button** on the left side of the window below Organization. This section contains seven tabs for creating and maintaining information required by the Office of Personnel Management (OPM) for building vacancies to post to the USAJOBS job entry system. The seven tabs include the **CPDF Code**, the **Pay Plan, Pay Schedule, Grade, Skills**, **Location** and **State** tabs. Editing these tabs is identical to editing the other data. The user can add new fields, edit existing fields or even delete data that is no longer needed. Please note that although information may be added to QuickHire in these tabs, OPM must recognize the data entered in order for vacancies containing any new information to be posted successfully on USAJOBS.

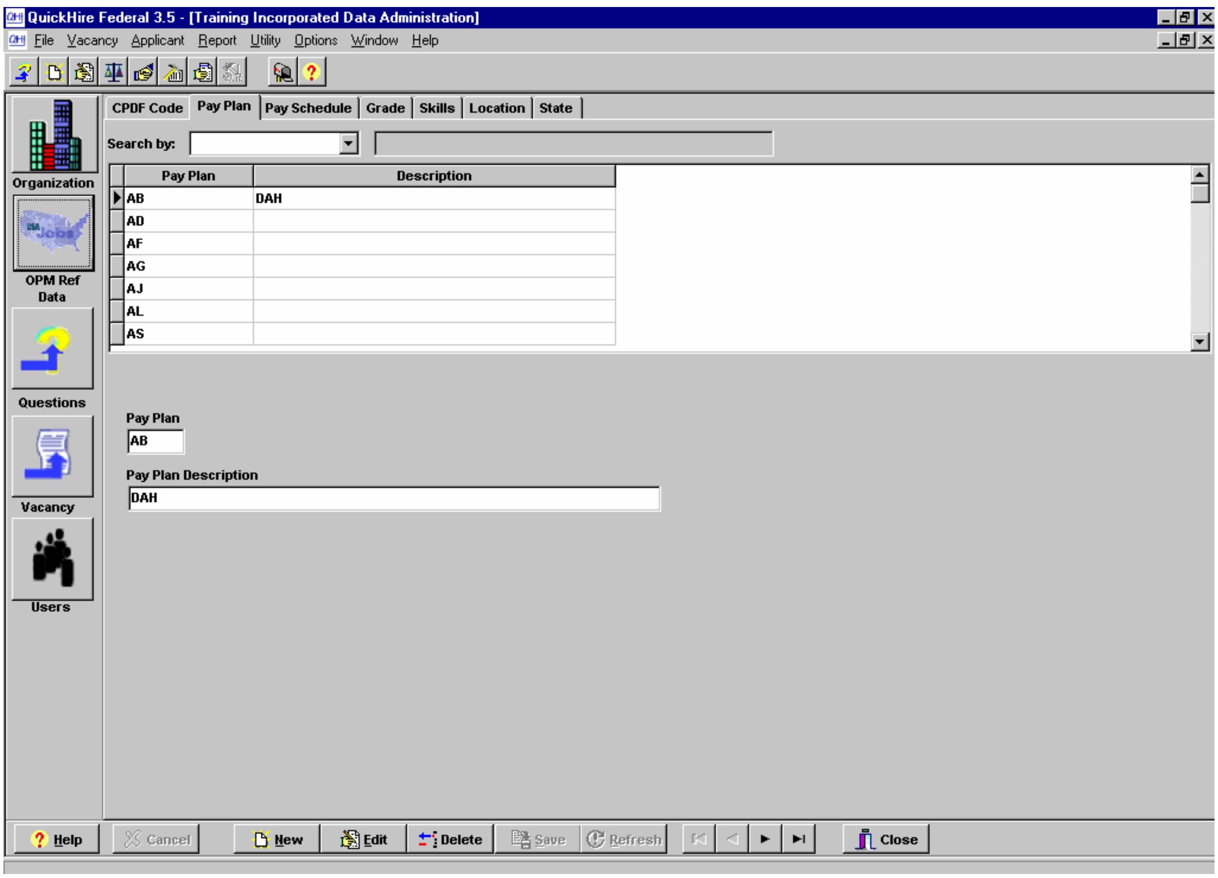


Fig. 10.8 Data Admin OPM Ref Data Button

- **CPDF Code Tab**

  This sub-tab is used to work with the list of CPDF Codes and CPDF Code Descriptions. The Central Personnel Data File is the source for the official codes. In this sub-tab, the user can enter and edit these codes.

- **Pay Plan Tab**

This sub-tab allows the user to manage the list of Pay Plans and their Descriptions.

As a shortcut, instead of scrolling through the entire list, the user can find the code by selecting “Pay Plan” from the **Search by** drop-down list and entering the code in the box to the right.

- **Pay Schedule Tab**

  The Pay Schedule Tab is the location for entering and editing the list of Pay Types used in Vacancy Edit Wizard Step #2. A Pay Schedule consists of a code, which is one character, and a Pay Schedule Description that defines the frequency of compensation. Pre-entered into QuickHire® are the following choices: Annually, Biweekly, Hourly, Monthly, Thursdays and Weekly.

- **Grade Tab**

  The Grade Tab is used to enter and edit the list of grades, which refer to the employment level of a federal employee, and their descriptions to use in conjunction with the Pay Plans. Vacancy Edit Wizard Step #2 requires that the user enter a Begin Grade and an End Grade. The choices for these fields are maintained in the Grade Tab. During setup, grades 01 through 17 were entered for the user’s organization, but the user can enter new grades or edit existing ones from this tab. Grade 99 will have to be created, should the need to create a vacancy for a SES position ever arise. In the web application, where vacancies are posted, grade 99 will be displayed as grade 00.

- **Skills Tab**

  The Skills Tab lists skills, conditions and qualifications that are used to populate the Skills, Conditions, and/or Considerations field of Vacancy Edit Wizard Step #3. This is a list from which the user can choose skills that are applicable to vacancies if applicants need to fulfill certain requirements. Each skill is comprised of a unique code, a full-length description and a category that allows the user to further define the skills by grouping like ones under a heading, such as Qualifications, Condition of Employment, etc. When QuickHire® is setup, this tab will be populated with the OPM skills list.

- **Location Tab**

  The Location Tab lists the Location Codes, which the user can select in Vacancy Edit Wizard Step #2 to describe the place of employment for a vacancy. An entry for a location consists of a Location Code, Location City, Location State (can be an overseas region) and State Description. This tab will be populated with OPM’s list of locations when QuickHire® is installed. However, the user can add more locations via this tab for use in Internal vacancy announcements.

- **State Tab**

  The State Tab maintains the list of states and regions that can be selected when entering the contact information address in Vacancy Edit Wizard Step #3. Even though not all of the states are one of the fifty U.S. states, each is entered with a two-letter code. When QuickHire® is installed, this tab will be populated with

OPM's list of states. However, the user can add more states and regions via this tab for use in Internal vacancy announcements.

10.3 Questions

The **Questions Button** is used to create position-specific questions that can comprise an employment application which potential candidates complete online. This gives the user a better sense of the potential candidates' ability to fulfill the vacancy requirements. Questions can also be combined with Weights and Screen Outs to compare applicants based on like criteria.

This section contains four tabs used in creating and maintaining a Question Library from which the user can select questions to add to vacancies in Vacancy Edit Wizard Step #5. The four tabs are **Questions Category**, **Subcategory**, **Organization Questions**, and **Associations**. These tabs not only allow users to create categories and subcategories, but also allow users to edit and delete questions. The questions and categories of the organization chosen in the Organization section are displayed. Additionally, they contain utilities for categorizing and associating those questions. Question categories, subcategories and text are entered based on the organization's submission of this information during the implementation stage of QuickHire®. While using the system, the user may need to create more questions, which can be done in this section.

10.3.1 Questions Category Tab

The **Questions Category Tab**, **Figure 10.9**, is used to maintain the list of categories by which questions are organized. For example, questions can be sorted by knowledge, skills and abilities or job series. Each Questions Category entry must have a Category and a Category Description, which better defines a category and makes it easier to know the types of questions that can be assigned to it. Categories and their descriptions are entered for the user from information the organization submits during the setup of QuickHire. If necessary, the user can enter additional categories in this tab. This tab also has the option to Filter Questions.

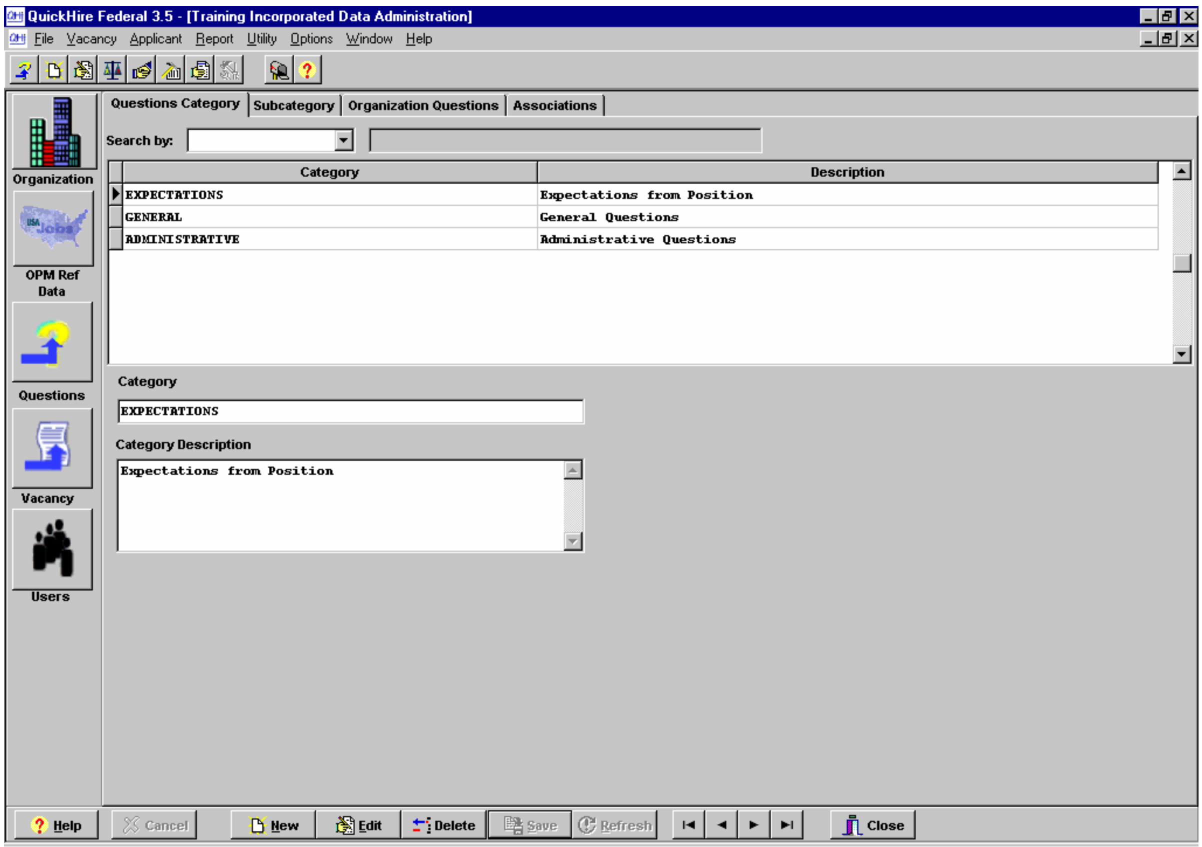


Fig. 10.9 Questions Category Tab

Creating a category is a necessary step prior to creating a question in the Vacancy Builder Wizard because each question must be assigned to a category. Select **New**, enter a Category not exceeding 10 characters, enter a Description and select **Save**. An example of a category could be "Knowledge" and the description could be "Skills and Abilities." To make changes to a Question Category, select it from the list, click **Edit**, make changes and select **Save**. There is a restriction: if there are questions assigned to a category, only the Category Description, and not the Category, can be changed.

The next step after entering a Question Category is to enter a Subcategory.

10.3.2 Subcategory Tab

In addition to being assigned to a category, each question must be assigned to a subcategory. The **Subcategory Tab**, **Figure 10.10**, is used to create these groupings.

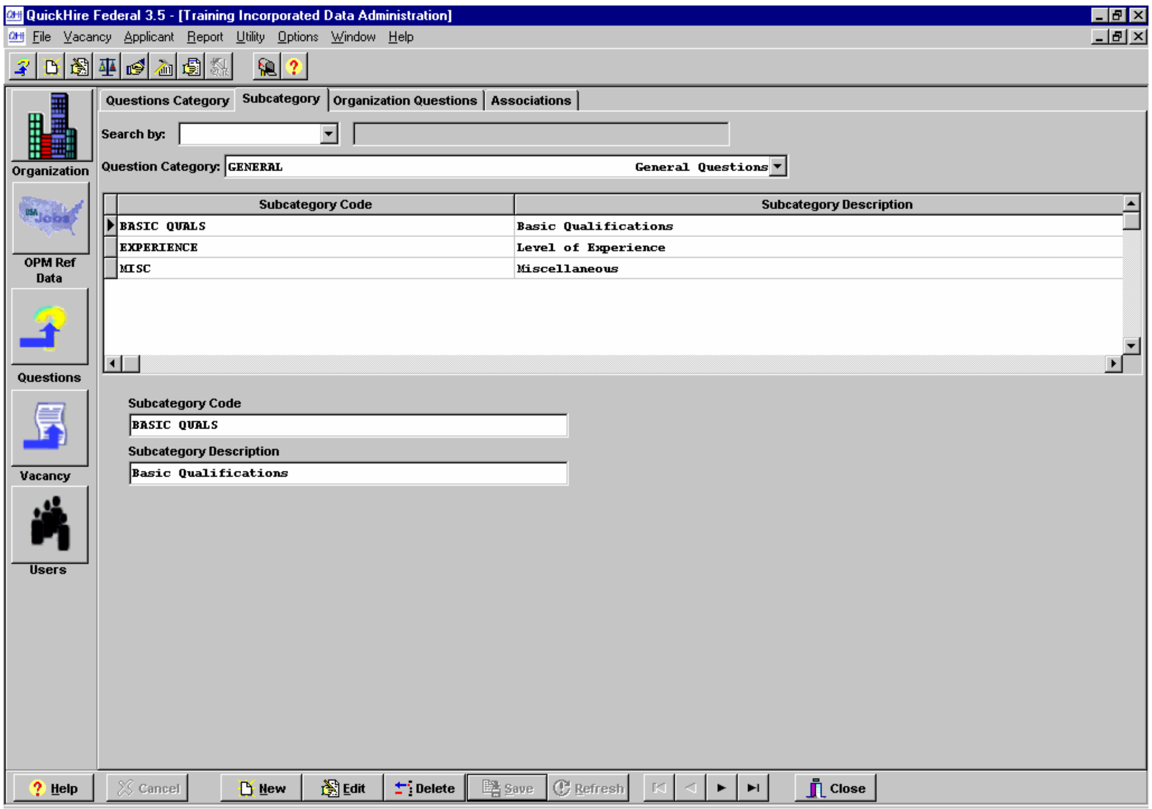


Fig. 10.10 Questions Subcategory Tab

For example, if a category is “Knowledge,” then the subcategory might be “Technical Abilities” or ”People Skills.” The maximum number of characters is 25. Like the Question Category Tab, the Subcategory Tab also has a description for each subcategory. In addition to the Subcategory Codes and Descriptions, this tab shows Question Categories. The Categories cannot be edited from this tab, only from the Questions Category Tab. A subcategory is attached to a category, such that selecting a Question Category from the dropdown box at the top of the window will populate the other fields with the related subcategories. Subcategories and their descriptions are entered for the user from information the user’s organization submits during the setup of QuickHire. To create new subcategories or edit existing ones, use the buttons at the bottom of the window.

10.3.3 Organization Questions Tab

The **Organization Questions Tab**, **Figure 10.11**, provides a list of all of the questions created for an organization. The information in this tab is in a tree view format with the organization at the top, then category, subcategory and finally the question(s) with choices, if applicable. In this tab, the user can add, delete or edit questions; in addition, the user can set the questions as active or inactive. These last two features allow organizations to maintain older vacancies, while making questions they no longer use inactive so that the list of questions from which to select when creating a new vacancy does not become too long. As part of the installation of QuickHire, questions are entered for the user from the user's organization's submission.

Note: Once an applicant has answered a question, that question cannot be edited or deleted.

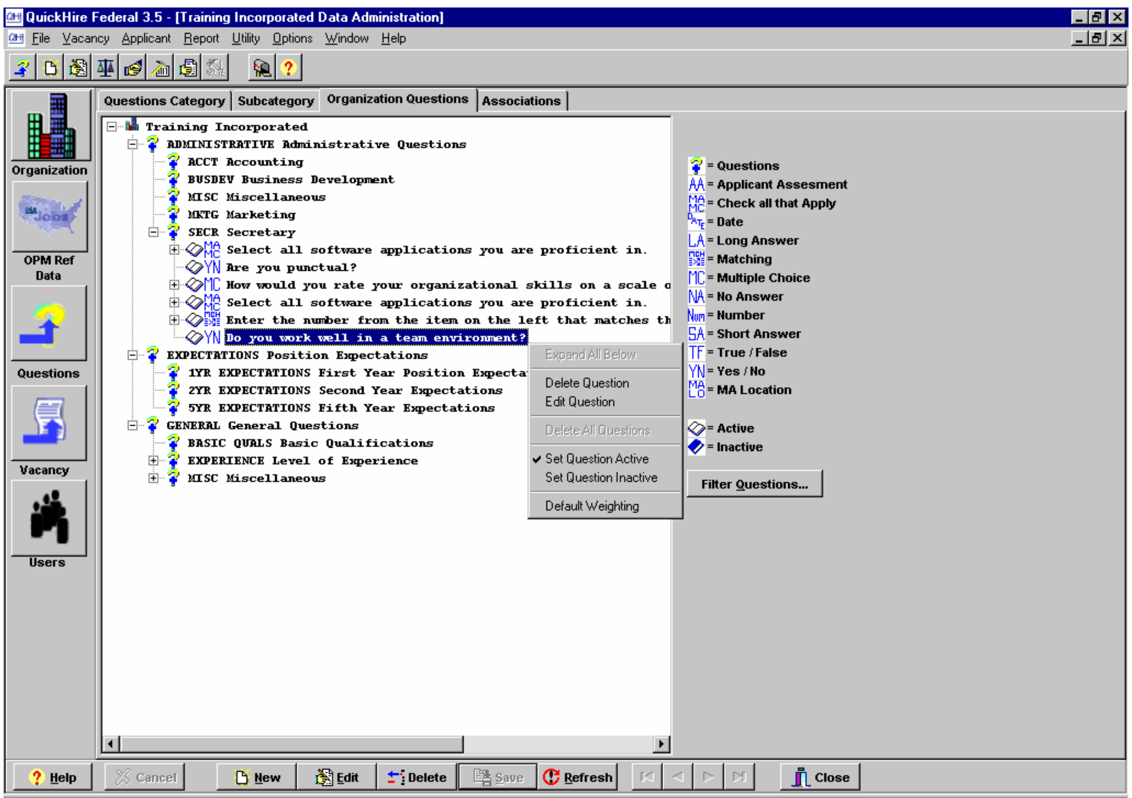


Fig. 10.11 Questions: Organization Questions Tab

To create a new question, select the **New** button. Other buttons at the bottom of the window offer quick access to editing and deleting questions. All of the functions, except creating a new vacancy, can also be accessed by right clicking over a question. Creating a new question or editing an existing one will lead to the **Question Builder Wizard** (see **Section 4.6.2**). Additionally, right clicking over a question category or subcategory will provide access to simultaneously Delete All Questions in that category or subcategory.

10.3.4 Associations Tab

The **Associations Tab**, **Figure 10.12**, is used to define the questions that are used to determine if an applicant meets basic qualifications for the Series/Job Code and grade. These associations are also referred to as Multi-Grade Questions and can only be setup for grades for which a Series Grade Association has been created. For every Series Grade Association, the grade must have at least one Basic Qualification question assigned to it to use the Multi-Grade Question function when building a vacancy announcement.

To Associate a Question with a Series Grade Association, select the **Associations Tab**. The questions will be on the left side and the Series Grade Associations will be on the right side. Click on the plus signs in the left column to view the questions. Click on the plus signs in the right column to the level at which the user will see two question categories under the Grade levels: **Basic Qualifications** and **Grade Series Questions**. Select **Edit** from the menu at the bottom of the window. Select questions one by one from the left column, drag them to the right side, and drop them under the desired question type for the appropriate grade level. Notice the question category type names will be highlighted as a guide to show where the question will be dropped. Repeat for all grade associations. Select **Save**. Note: Grade Series questions can be added during the creation of the vacancy, but Basic Qualifications Questions can only be added, edited or deleted here in the Associations Tab.

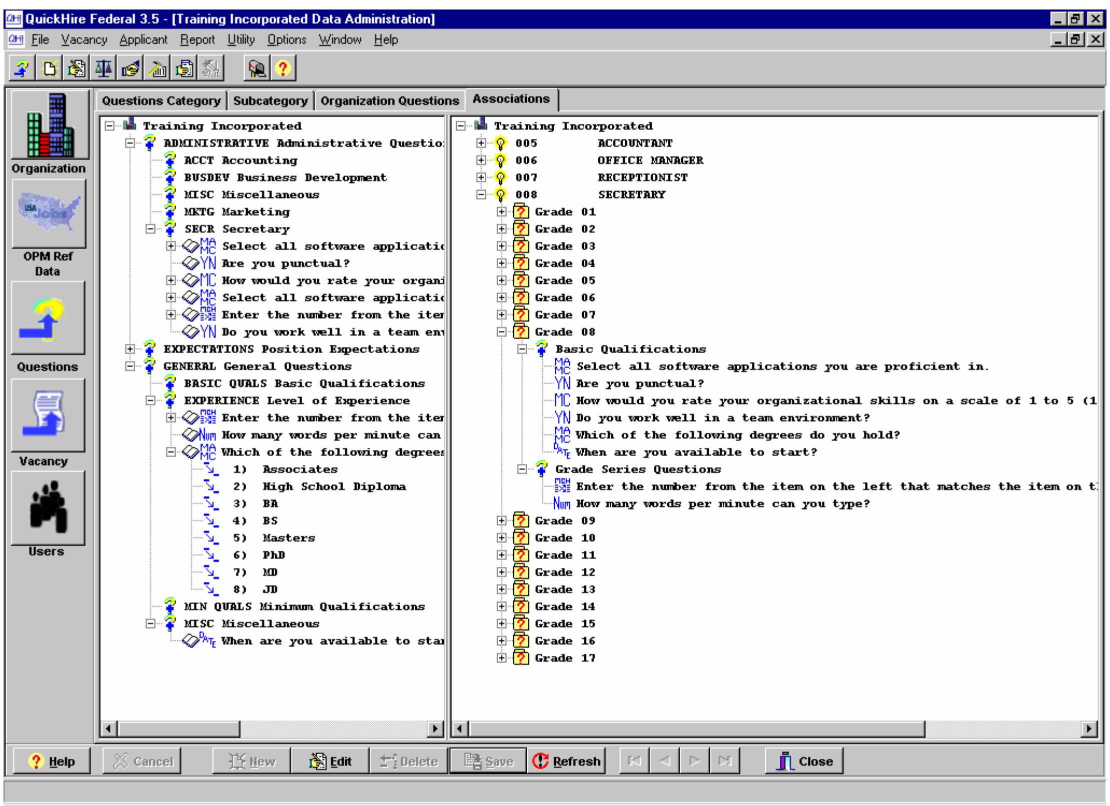


Fig. 10.12 Questions Associations Tab

To Delete a Question from a Series Grade Association, select the question. Right-click on it and select **Delete** this Question from the pop-up menu. Click the **Save** button.

10.4 Vacancy

Upon clicking on the **Vacancy Button**, the user will see only one tab, the **Vacancy Tab**, **Figure 10.13**, which lists all vacancies created for the user's organization. It is used to create new vacancies and to edit, copy, delete or cancel existing ones. The information in this tab is setup in a tree view format beginning with the organization's name and followed by the department name, series/job code, vacancy, and the questions. The questions will be separated into Job Questions and Personal Information/Core Questions, and within these types they will be separated if there are Series Grade Associations. The questions will also include their choices, if applicable. To expand the format, click the plus sign to the left of the headings.

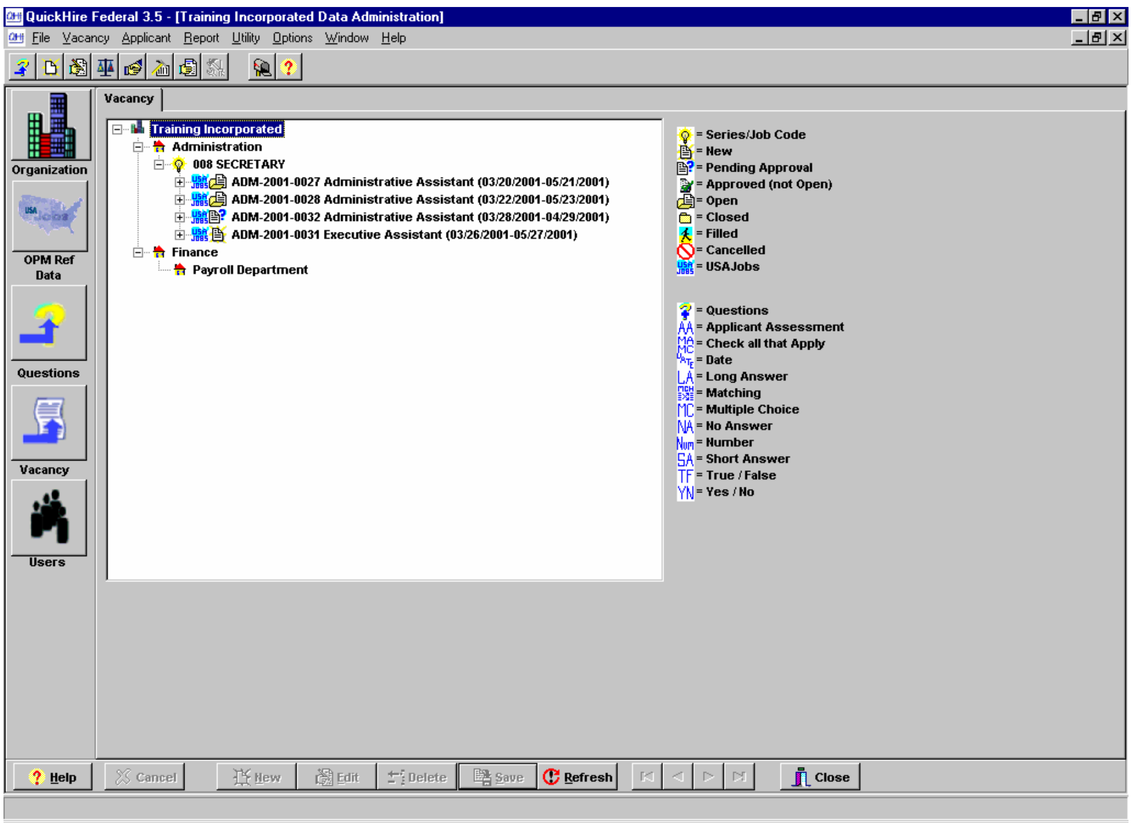


Fig. 10.13 Vacancy Tab

To Create a New Vacancy, select the name of the department under which the vacancy will be listed. Select **New**. This will open the Vacancy Edit Wizard. Complete the following steps (refer to **Chapter 4** for more detail regarding these 8 steps):

Step #1 – Enter Vacancy Information

Step #2 – Enter Locations, Pay, Grade and Salary Range Information

Step #3 – Enter Contact Information and Skills, Conditions, and/or Considerations

Step #4 – Enter Vacancy Phase Information

Step #5 – Select the Questions for this Vacancy

Step #6 – Weights and Screen Outs

Step #7 – Enter Applicant and Personnel Notification Options, DIN Option and Applicant Tiebreaker

Step #8 – Now that we have a vacancy, we need to set the administrative settings for this position

Select **Finish** in Step #8, the wizard will close and the user will return to the Vacancy Tab where the new vacancy will be listed. An alternate way to create vacancies is to use Build Vacancy from the Vacancy main menu.

To edit an existing vacancy, choose organization and click the **Vacancy Button**. Select the vacancy and click **Edit** at the bottom of the window. Alternatively, right-click on the vacancy and select **Edit Vacancy**. When the Vacancy Edit Wizard opens, edit the vacancy as needed. Select **Save** when finished or if on Step #8, select **Finish**. A vacancy can also be edited using the Edit Vacancy function accessed through the Vacancy main menu.

To copy an existing vacancy for use with another opening under the same job code, highlight the vacancy and select **Copy Vacancy**. When the new vacancy appears, right-click and select **Edit Vacancy** to make changes to it. The same steps would be followed to Delete and Cancel a Vacancy.

Note: When a vacancy is deleted from this tab, all data associated with that vacancy is deleted from the database. It can no longer be accessed.

10.5 Users

The **Users Button, Figure 10.14**, is a section of Data Administration accessed by selecting the Users button on the left side of the window below the Vacancy button. This section contains the Users tab and lists all users by organization and department. It is used to create, edit, delete and print user information and permission groups. Selecting most of these functions will take the user to **User Manager** where the user can also work with User Permission Groups. Also refer to the User **Manager Section 11.3**.

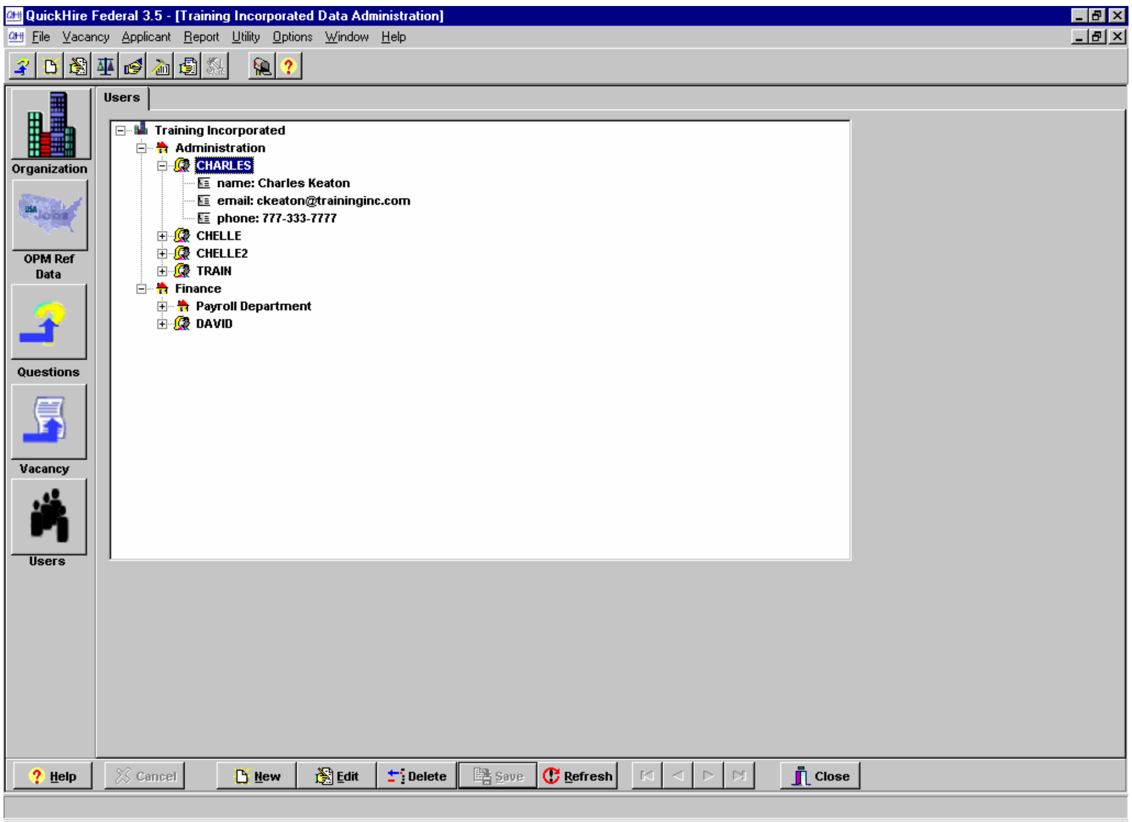


Fig. 10.14 Users Button

Within the **Users tab**, the information is setup in a tree view format. At the top of the structure is the organization, followed by the department, then the User ID, name, email and phone number of the user (see **Figure 10.14** above).

Creating a New User

Access to create a New User is available through User Manager in the Utility main menu or through the Users section of Data Administration.

- To Create a New User from User Manager, select **User Manager** from the Utility main menu. The **User Information Tab** will appear, **Figure 10.15**. Then select the name of the organization, which will enable the second tab called **User Permission Groups**. Select the **New User** button. Enter a unique user name, not exceeding 8 characters, in the User ID field. QuickHire® will not allow a space in the User ID so do not copy and paste the User ID into the User Manager when creating new users. Fill in the user's first and last names, email, and phone number. Organization and Department will be pre-populated; change these fields if necessary. Fill in a password (not exceeding 8 characters) in both the password and confirm fields. Make sure to enter it the same way both times to confirm the password. The "Show as clear text" checkbox allows the user to see and verify the text as entered. Select **Save** after entering all of the information.

- To Create a New User from Data Administration, select **Data Administration** from the Utility main menu, choose the organization and click the **Users** button. Select the name of the organization or department to which the user will be assigned and click the **New** button. This will take the user to the User Information tab in User Manager. Follow the steps in the paragraph above.

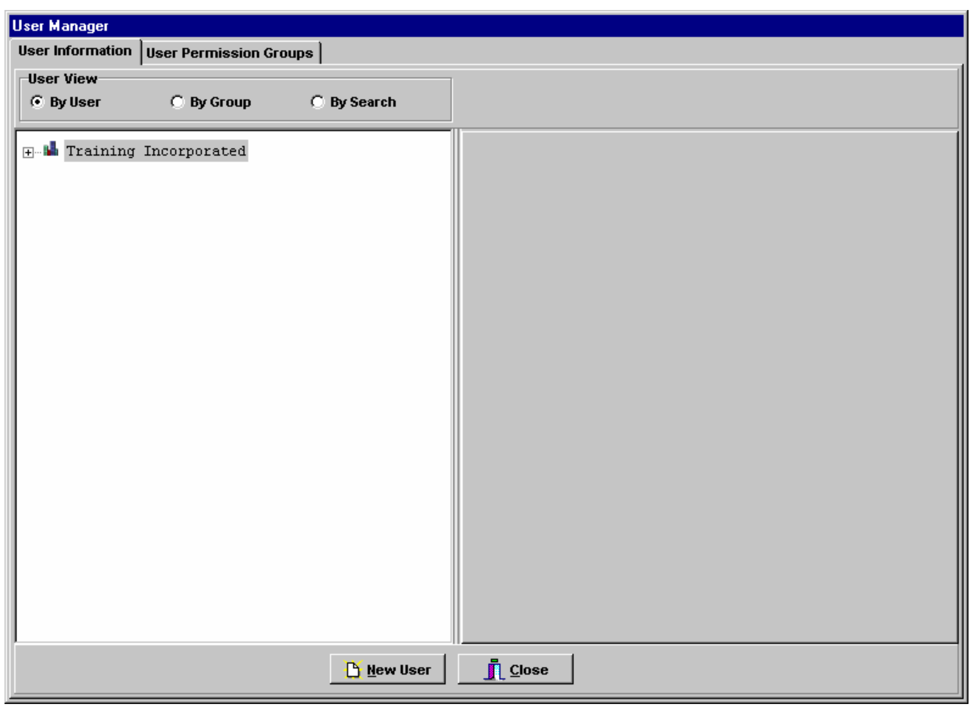


Fig. 10.15 User Manager: User Information and User Permission Groups Tabs

Editing User Information

Access to Edit User Info is available through User Manager from the Utility main menu and through the Users section of Data Administration. This utility allows the user to view and edit a user's profile. The user can edit all of a user's information with the exception of the User ID. To change an ID if the current one will no longer be used, the user would have to delete the user and create a new user.

- To Edit User Info from User Manager, select **User Manager** from the Utility main menu. It will open to the User Information tab. Select the department to which the user account to be edited is assigned then right-click and select **Expand All Below**. Select the **User ID**. This will enable the user's profile, which will appear on the right side of the window, **Figure 10.16**. Click the **Edit** button. Make changes and select **Save** when finished.

- To Edit User Info from Data Administration, select **Data Administration** from the Utility main menu, choose the organization and click the **Users** button. Select the **User ID**, right-click and select **Edit User Info**. This will take the user to the User Information tab in User Manager. Make changes to the user information and select **Save** when finished.

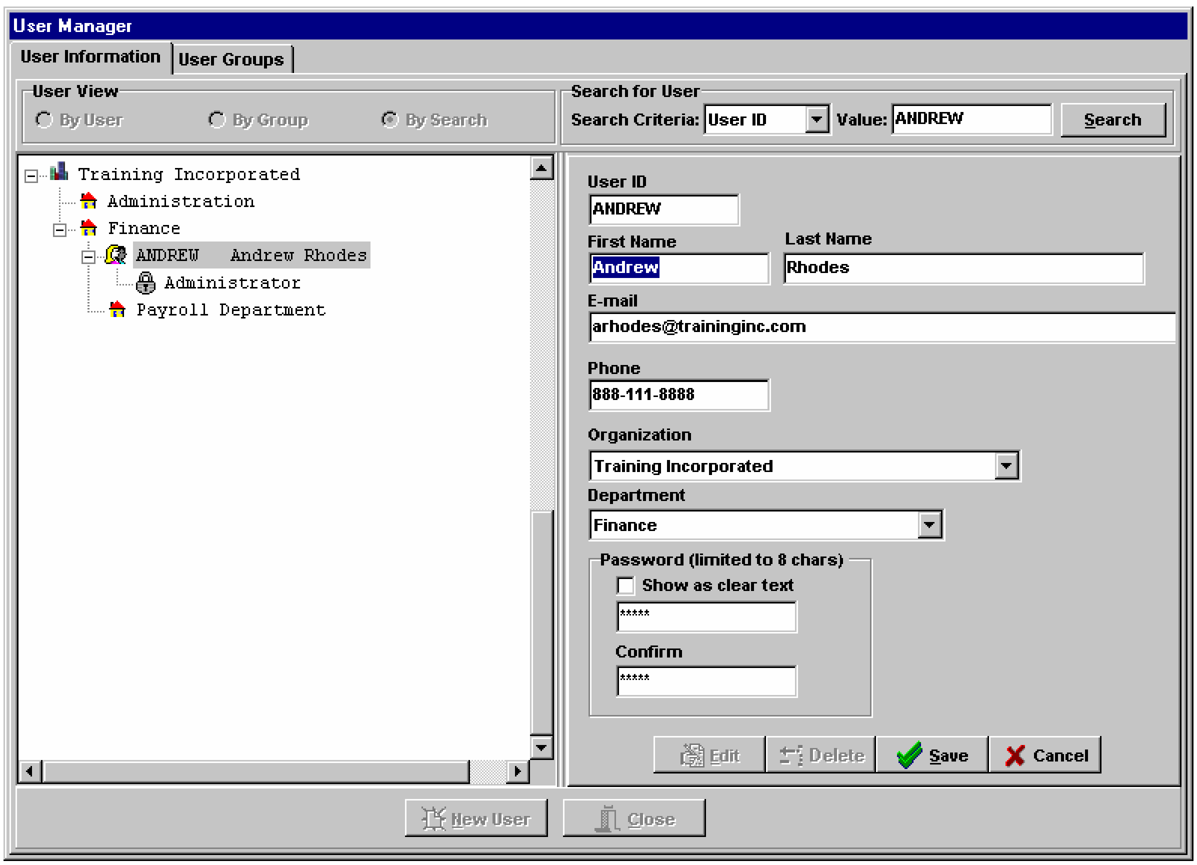


Fig. 10.16 User Manager User Information and User Groups Tab

Deleting a User

Access to Delete a User is available through User Manager from the Utility main menu and through the Users section of Data Administration. This utility allows the user to delete a user's profile. The user may need to use this to change a User ID, as they are the only part of a user's information that cannot be edited. The user would have to delete the ID if it was never to be used again and create a new one.

- To Delete a User from User Manager, select **User Manager** from the Utility main menu. It will open to the User Information tab. Select the department to which the user account to be edited is assigned, then right-click and select **Expand All Below**. Select the **User ID**. This will enable the user's profile, which will appear on the right side of the window. Click the **Delete** button. Select **Yes** when prompted if this is the correct User to be deleted.

- To Delete a User from Data Administration, select **Data Administration** from the Utility main menu, choose the appropriate organization and click the **Users** button. Select the **User ID**. Either right-click and select **Delete User** or click the **Delete** button. Select **Yes** when prompted if this is the correct User to be deleted.

Printing Users

To Print User(s), select **Data Administration** from the Utility main menu, choose the organization and click the **Users** button. To print multiple users' account information, select the organization or department, right-click and select **Print All Users**. To print a single user's account information, select the **User ID**, right-click and select **Print This User**. This will generate the **User Manager Detail Information report**, **Figure 10.17** below. Use the **Print** button to print the report.

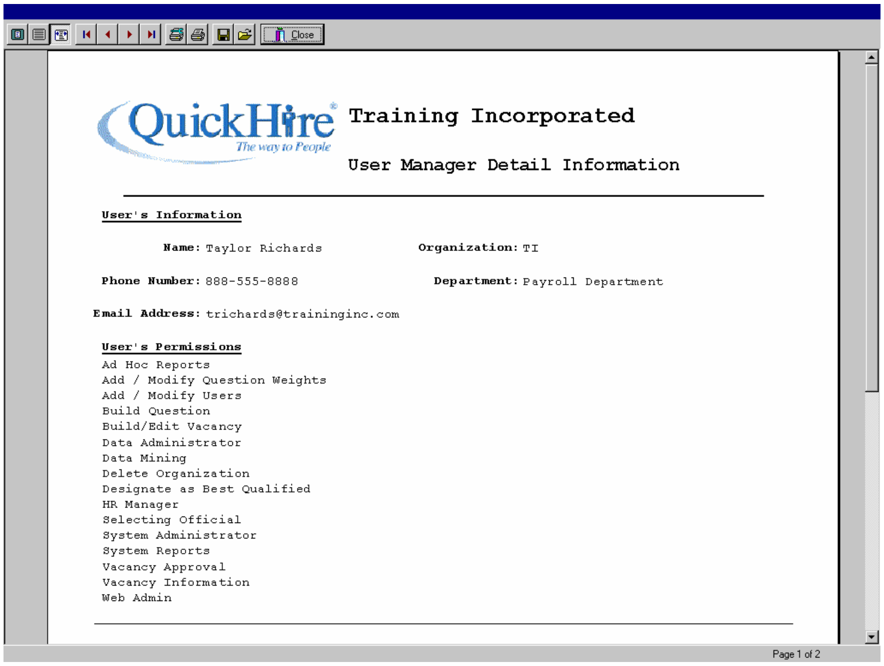


Fig. 10.17 User Manager Detail Information

Creating User Permission Groups

During implementation, user names and passwords will be set up for the user's organization. However, User Permission Groups will need to be established and assigned to individual users before they can log into the system. The initial user of QuickHire® within the user's organization will have been given a login name and password with a level of access that will include the permission to "Add/Modify Users" (other permissions will vary). That user would then have to create User Permission Groups to assign to other users.

To Create User Permission Groups, select **User Manager** from the Utility main menu. When the User Manager window appears, select the name of the organization. Select the **User Permission Groups Tab** from the User Manager window, see **Figure 10.18**. Select the **New** button. At the prompt, enter a name for the permission group and click **OK**. The name will populate the Group Name field. Individually select **User Permissions** from the left side of the window, drag and drop them to the right side. When finished assigning choices, select the **Save** button.

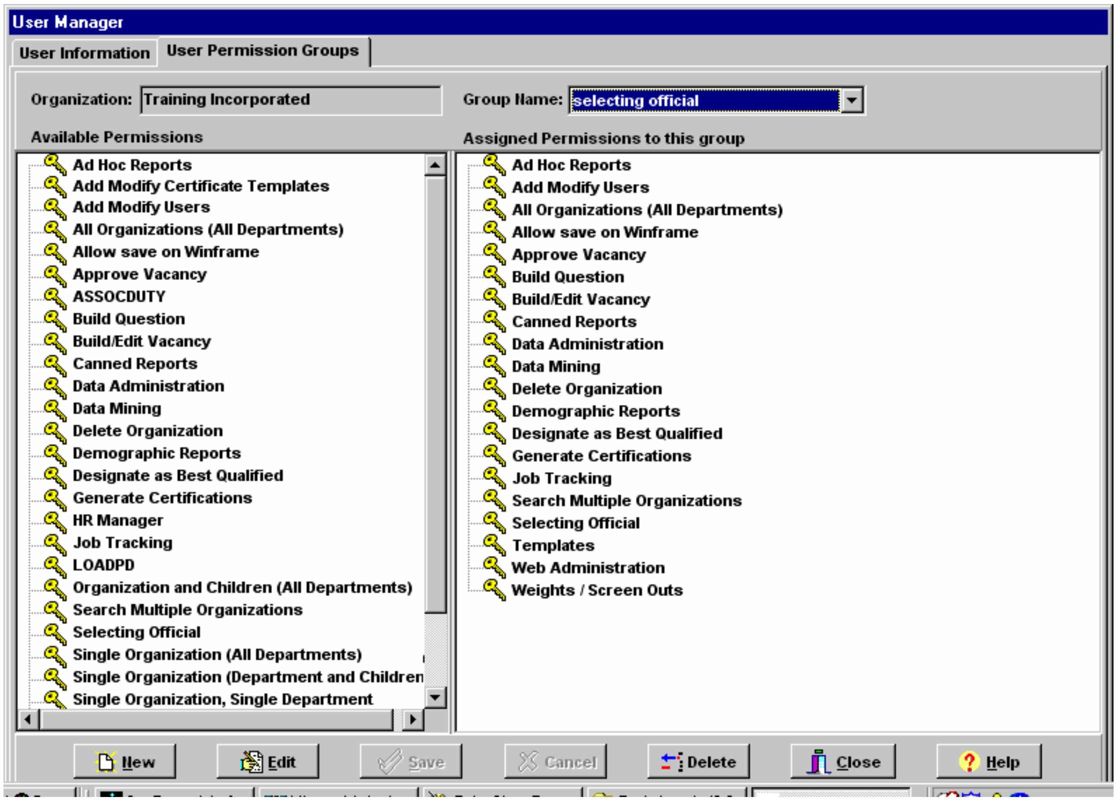


Fig. 10.18 User Permission Groups Tab

Assigning Users to Permission Groups

After creating User Permission Groups, the user has to Assign Users to Permission Groups.

Each user will need to be assigned to at least one group. The group each user is assigned to will determine their level of access and will allow them to begin working in QuickHire®.

To Assign Users to Permission Groups, select **User Manager** from the Utility main menu. By clicking on the plus signs next to the organization and department names, expand the tree view format, then select the name of the user. This will enable the User Groups tab. Click on the **User Groups** tab to select the access rights. This window, **Figure 10.19** below, is divided vertically into two sections with **Available Groups/Permissions** on the left and **Assigned Groups** on the right. Select a group from the Available Groups/Permissions box to assign that particular user. Then, drag and drop it in the Assigned Groups box. Select the **Apply** button, then click on **Close**.

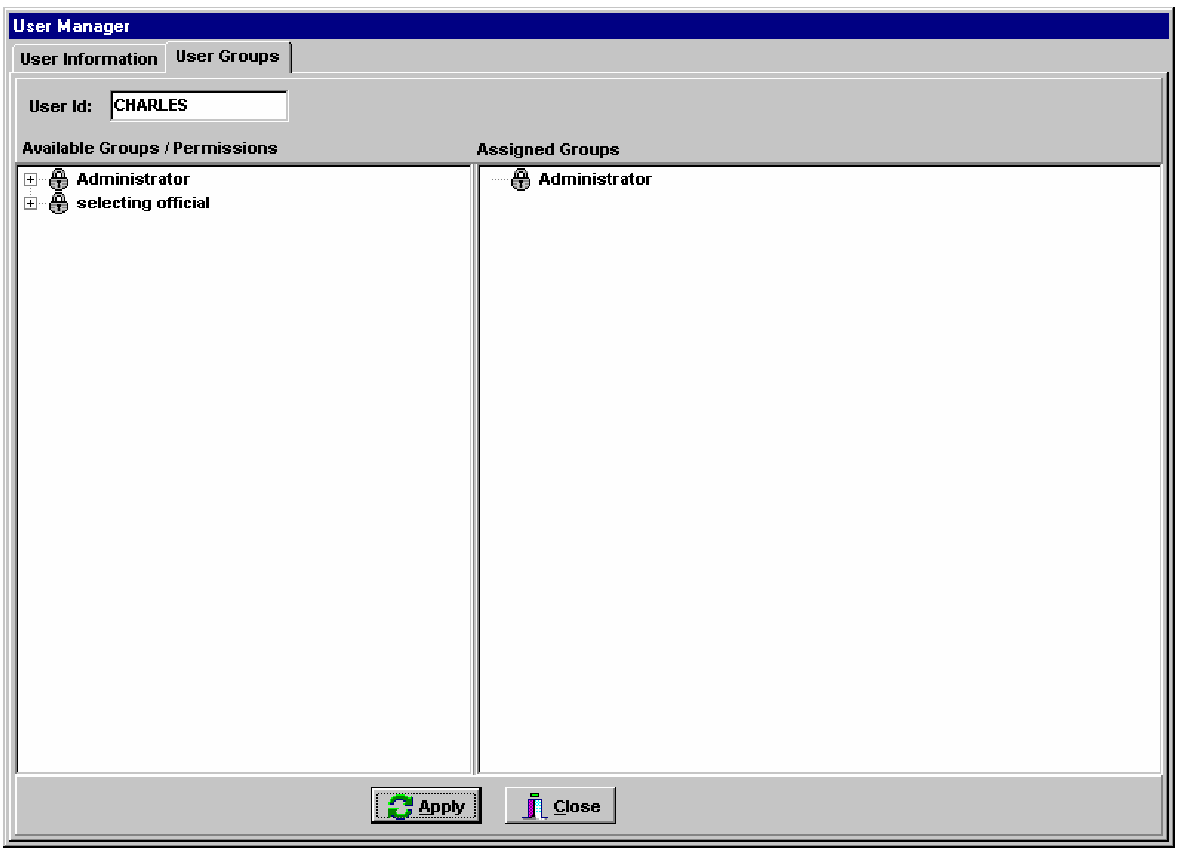


Fig. 10.19 User Groups Tab

Please note that if multiple groups are assigned to one user and there are conflicting permissions (i.e., Single Organization and All Organizations) then the more powerful permission of the two will be assigned to that user (i.e., All Organizations).

The following is a list and explanation of the available user permissions:

User Permission	Permission Explanation and Reference
All Organizations (All Departments)	Allows the user to see all information for all organizations and all departments. The system does support setting up additional organizations within the system. Because all data is grouped by organization, additional organizations require the separate maintenance of all data, including the question library and specific applicant and vacancy information.
Organization and Children (All Departments)	User has access to the organization and any of its child organizations as well as all departments within the user's assigned organization. Users do not have access to other organizations at the same level as the organization to which they are assigned.
Single Organization, All Departments)	Allows the user to see all departments within the organization to which they belong. This user has access to the entire database, assuming there is only one organization.
Single Organization (Department and Children)	Restricts user to a department of one organization and any of the children departments of the selected department. This allows a user to see the information belonging to the department or division of the organization to which they belong, as well as any information that may belong to subdivisions of their own department. This user may not see any data belonging to subdivisions of the organization that are above them or even equal to, but outside of their department.
Single Organization, Single Department)	Limits users to working within and accessing data only within the assigned department in an organization. The user does not have access up or down the organization \ department structure.

Certain data within QuickHire can be controlled at the department level. Access to certain modules is controlled through the following permissions. The permissions have been divided into groups, where permissions related to a similar module are discussed together.

The following permissions grant access to the **various aspects of vacancy building**.

Build Question	Allows users to create questions. Users without this permission do have access to the entire question library, but may not create new questions. See Section 4.6.2.
Build / Edit Vacancy	Allows the user to create new vacancies or make changes to previously created vacancies. See Chapters 4 & 6.
Templates	Templates allow the saving of formatted text for job descriptions. Allows users to create new templates and edit existing ones. Users without this permission can still access and use existing templates in the system.
Weights/Screen Outs	Allows the user to create and modify weighting and screen outs based on applicants' answers to questions. The points earned through the weighting of questions and the eligibility determinations based on the screen outs are then used to rate applicants.
Approve Vacancy	Allows users to approve vacancies. Vacancies must be approved before they are posted to the web. As such, applicants can only view or apply to approved vacancies.

The following permissions control the roles played by a user during the **applicant management** process. The roles are assigned during vacancy creation. In addition, some of these permissions grant access to the **various applicant manager tools**.

HR Manager	Allows users to select applicants from the BQ list to hire. A user with this permission is allowed to choose to either view only vacancies to which they are assigned or to view applicants for all vacancies. Each department must have at least one user with this permission, as all vacancies use this permission to determine who can see the list of applicants in the Applicant Manager.
Designate as Best Qualified	Allows users to filter out the Well Qualified applicants and mark them as Best Qualified. Applicants must have a status of BQ or be marked as non-competitive to be included on a certificate.
Selecting Official	Allows users to select applicants from the Best-Qualified applicants, but not actually hire anyone. Each department must have at least one user with this permission.
Add Modify Certificate Templates	Allows users to create, manage and delete Certificate Templates. See Section 8.2.3.2 to see how to create, manage and delete a Certificate Template.
Generate Certifications	Allows users the ability to generate a certificate of eligibles for a vacancy and to create/manage Staging Areas.

The following permissions grant access to the **various reporting tools** within the system.

Canned Reports	Allows users to access reports that are available from the Reports menu. These are pre-designed reports, which can not be modified by the user.
Ad Hoc Reports	Allows the user to design custom reports, including what information is included and how it will appear on the report. See Section 9.5.
Demographic Reports	Allows users to view and run the Demographic Reports.
Data Mining	Allows users to run the Data Mining tool. This is a unique query tool that allows the user to find candidates based on user specified answers to select questions.

The following permissions grant access to **database management modules** within the system.

Add Modify Users	Grants a user the ability to create, manage and delete QuickHire user accounts. This includes changing permissions and updating personal information. In addition, this user may see passwords for all users.
Data Administration	Allows users to use the Data Administration tool. Here all organization wide information is created and modified.
Delete Organization	Allows users to delete organizations. Please note that any data deleted must be recreated. There is no Undo function.

The following permissions control the roles played by a user during the **applicant management** process. The roles are assigned during vacancy creation.

System Administrator	Grants users access to system settings.
Allow Save on Winframe	Allows users to save files, such as Ad Hoc and Custom Reports, to the Citrix Winframe server, as opposed to saving it to the local server.
Web Admin	Allows user to see applicants on the admin side of the web application, as well as all jobs with best qualified candidates in the Hiring Manager view. User can also run Hiring Reports, as well as view the certificates for the vacancy.
Search Multiple Organizations	Allows users to run candidate resume searches across all organizations in the database.

Editing User Permissions

To Edit User Permissions, select **Data Administration** from the Utility main menu, choose the organization and click the **Users** button. Select the User ID, right-click and select **Edit Permissions**. This will take the user to the **User Groups tab** in User Manager. Select a group from the **Available Groups/Permissions box** to assign that particular user. Then, drag and drop it in the **Assigned Groups box**. Select **Apply**, then **Close** when done.

Deleting Users from Permission Groups

To remove a user from a permission group, select the group from the Assigned Groups box, right-click and choose **Delete Selected Permission**. Select **Apply**, then **Close** when done.

10.6 Data Mining Tool

The **Data Mining Tool** allows users to collect information based on applicant responses to a specific Vacancy's questionnaire or Core Questions. It allows the user to generate a list of applicants who meet criteria based upon their question responses. The applicant response pool is the basis of the Data Mining Tool. By using the Data Mining Tool to make database inquiries, information can be presented in a statistical format for management presentation and analysis. The user can perform this search on a single applicant, all of the applicants to a particular vacancy, or the entire applicant pool. Data Mining can be selected from the Utility menu or the user can press Ctrl + D. After doing so, a window will appear that requires the user to **Select Vacancy to mine for data.** Choose a Vacancy and select **OK**. Please note that if at any point while working within the Data Mining Wizard the user wants to choose another Vacancy to mine, selecting **Cancel** will close the wizard and return the user to the "Select Vacancy" window.

The Data Mining Tool can also be accessed by using the Mine Applicants button in the Applicant Hiring View tab, see **Section 8.2.3**. The tool allows the user to alter how the list of applicants is viewed in the Applicant Hiring View tab. The feature can be used by itself or in conjunction with the User Defined Filter button to narrow the list of applicants showing in the Applicant Hiring View tab. These two features can be used in any order; the end result will be the same regardless of whether the User Defined Filter or the Mine Applicants feature is used first. The list that is showing in the Applicant Hiring View tab is used in generating final Job Certificates, see **Section 8.2.3.2**.

The Mine Applicants button in the Applicant Hiring View tab is located below the User Defined Filter button. The Mine Applicants button allows the user to mine applicants via the Data Mining function. The user clicks on the **Mine Applicants** button. This Mine Applicants button will bring users to the Data Mining Tool - Step #1 of the Data Mining Wizard will appear.

10.6.1 Step #1 – Select Mining Applicant Job

The first step of the wizard, **Select Mining Applicant Job**, is shown below as **Figure 10.20**. This step allows the user to load a previously saved definition or start the process to create a new one. Additionally, the user can make selections regarding answer statistics.

Fig. 10.20 Data Mining Wizard Step #1

The first choice the user makes is to decide whether or not the results should **Show answer statistics with question selection list**. Checking this box will display the number of applicants that selected each response to a question whenever the question responses are viewed in Step #2 of the Data Mining Wizard.

The next two buttons on this window are the **Load Saved Mining Definition** button and the **Vacancy Statistics Report** button. The Load Saved Mining Definition button will be disabled at first. Once the user has completed the Data Mining Wizard and created a mining definition, it can be saved and reloaded at another time by selecting the Load Saved Mining Definition button. When loading a saved definition and making changes to it, only the user that actually created the saved data mining profile is able to overwrite it. Other users could make changes but would have to save the changed profile as a new definition. In addition, mining criteria profiles are specific to an organization and a Vacancy, so a definition saved for one organization cannot be used for another. If there is no definition saved, the button is disabled.

The **Vacancy Statistics Report** button allows the user to view the details for the vacancy. It presents a summary of the applicant statistics for a Vacancy. The figures presented include information about the number of hires and score statistics. The Vacancy Statistics Report can also be accessed through the Report menu by selecting Vacancy, then Vacancy Statistics Report (see **Section 9.3.5**). Select **Close** from the report to return to the wizard.

For the **Core Questions Section** in this window, the user needs to decide whether to query only the Core Questions for the individuals who applied to that particular vacancy or to query the entire applicant pool. Select the appropriate radio button under the heading Core Questions. When finished making selections in this window, click **Next**.

10.6.2 Step #2 – Select the Mining Criteria for this Vacancy

The second step in the Data Mining Wizard, **Figure 10.21**, involves choosing the mining criteria for the selected Vacancy. Select the questions and responses to query. The combination of the questions with responses and the operators with comparison text that the user selects is what is referred to as the mining criteria.

Fig. 10.21 Data Mining Wizard Step #2

Due to the fact that the basis for the information is applicants' responses to the questionnaire, the user needs to select the questions with which to work. Select the **Change/Add Question** button to open the **Data Mining Question Selection** window. This window shows the question type followed by the question and the responses. If **Show answer statistics with question selection list** was selected in the previous step, then the number of times each response was chosen would be in brackets preceding the response.

Select a question from the list. With the question selected, click **OK** in the Data Mining Question Selection window. Returning to the main Step #2 window, select an **Operator** and a **Desired Answer** to designate the answer criteria for this question. Check the "**This result is required for an applicant to be considered in result set"** checkbox if the combination of the question and answer criteria is required in order for the applicant to be part of the applicant listing generated. If the user has multiple criteria and does not select this, the assumption would be that as long as an applicant satisfies one of the criteria, then they should be part of the results set. Click the **Add Answer Criteria to Criteria List** button. To delete an item from the list, select it, right-click and choose **Remove Selected Item**.

Repeat the steps in this part, starting with choosing the question, until the **Answer Criteria List** has been completed. When finished, select the **Next** button.

10.6.3 Step #3 – Review Mining Criteria

Step #3, **Figure 10.22**, is used to **Review Mining Criteria** entered in the previous step. To make changes to the criteria, select the **Previous** button and return to Step #2. If the mining criteria list is complete and accurate, select the **Finish** button.

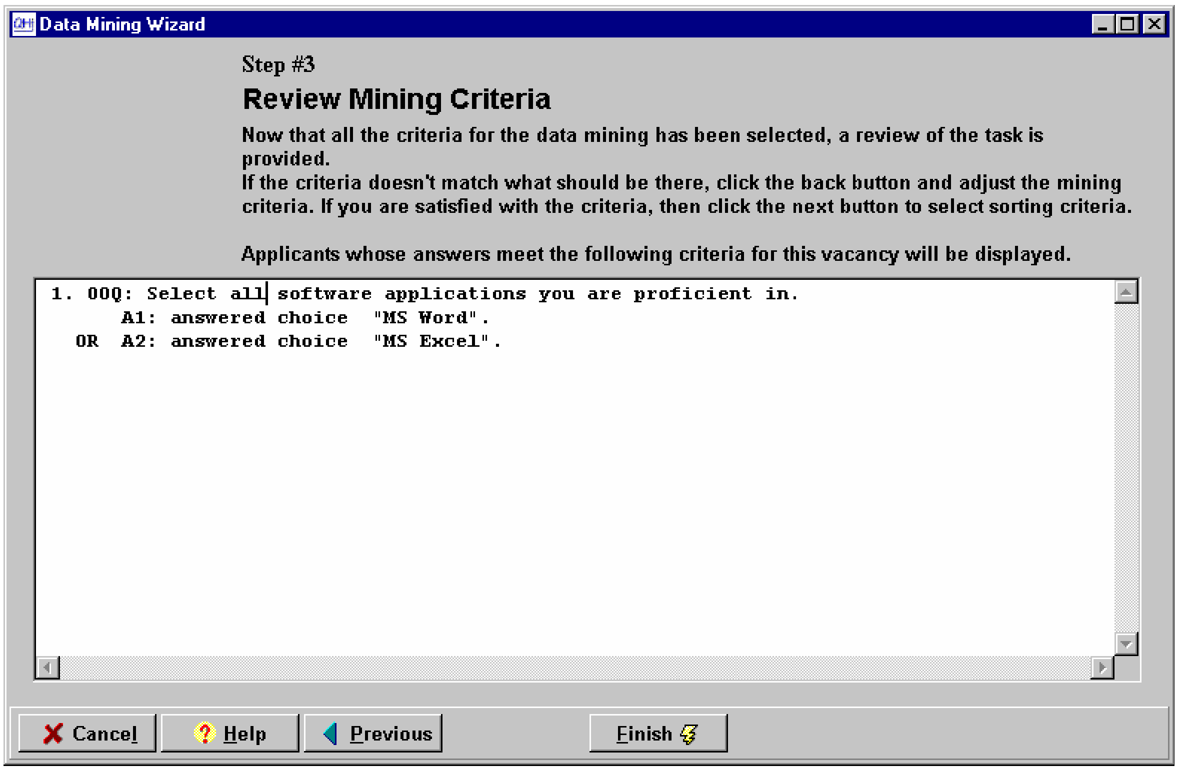


Fig. 10.22 Data Mining Wizard Step #3

10.6.4 Step #4 – Review Results

The final step of the Data Mining Wizard is to review the query results that were run at the end of Step #3. This step also involves editing, printing and saving the data mining definition. At the top of the window, the mining criteria are listed followed by a list of the applicants that met all or part of the criteria (see **Figure 10.23**) with the grade for which they applied for the vacancy, whether or not they actually applied to the vacancy being mined, their score, confidence level and an indication of which criteria they met. If 100% confidence is achieved, this means the applicant has answered every question in the profile exactly as the data mining definition indicates. At the top of the screen each criterion has a code to the left of it. An "X" in the column with this code (to the right of the confidence level) means the applicant met that criterion. Refer to the criteria list at the top of the window to see the questions and answers that correspond to the answer numbers in the grid.

To make changes to the criteria, use the Previous button to return to Step #2. Then use the Next button to come back to Step #4. To retain a copy of the results, select the **Print** button at the bottom of the window. To save the query, select **Save Mining Definition**. If this is a new definition or if changes were made to an old definition to be saved as a new one, select **New**, enter a name and click **OK**. To save changes to a previously created definition, select **Overwrite Existing Definition** and click **OK**. To save the results in another format, such as an Excel spreadsheet, comma-separated file or an HTML document, select **Export**. Find the drive and directory to save the file to, select the file type, enter a name and select **Save**. Select **Close** to end the wizard and return to the "Select Vacancy to mine for data" window. Repeat the steps above for other Vacancies, as desired. Otherwise, select **Cancel** from the "Select Vacancy to mine for data" window to close the Data Mining Tool.

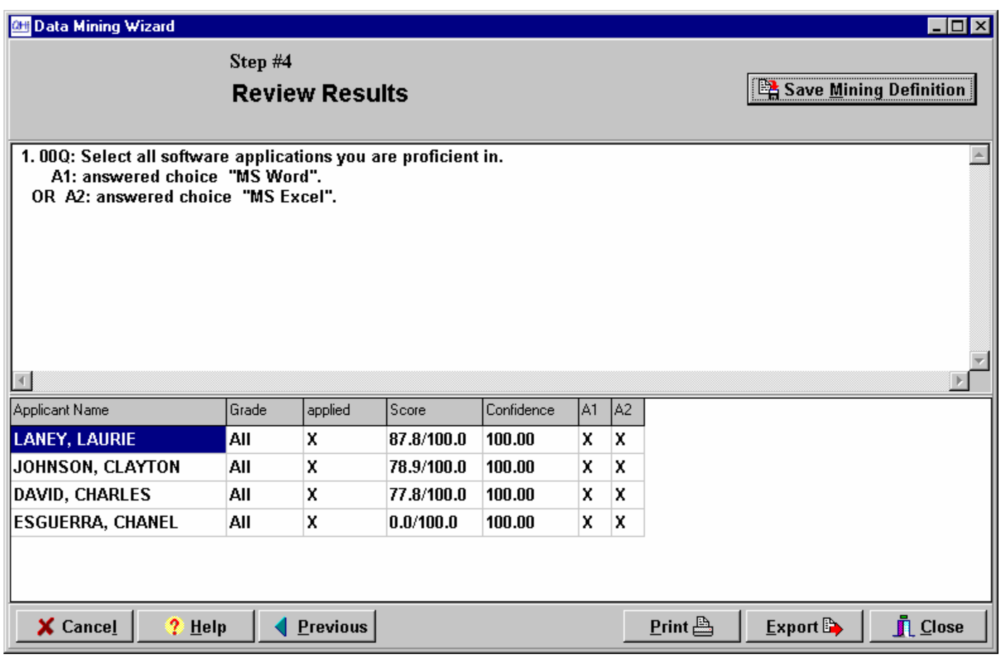


Fig. 10.23 Data Mining Wizard Step #4

10.7 Chapter Summary

Data Administration is a utility used to maintain information regarding organizations, questions, vacancies and users. Only individuals with Data Administrator permission can work within this utility. The structure of Data Administration involves five categories of information, accessed by buttons in a column on the left-hand side, with one or more tabs in which to view, edit or enter information. The first step to take when working in this utility is to select an organization from the Organization tab. Then the user can select any tab in which to work, using the function buttons at the bottom of the window or the right-click menu options, as necessary. The final reporting tool, Data Mining, allows users to collect information based on applicants' responses to a vacancy's questions.

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CHAPTER 11
UTILITIES

11.0 Overview

The features within QuickHire® include tools to add applicant information to the database for individuals who did not apply online, perform searches on electronically submitted resumes, manage user information and permissions, and import data from external files. All of these tools can be opened through the Utility menu. However, access to these functions is determined by the user's permissions.

11.1 Scan Data Interface

The **Scan Data Interface** allows users to establish a relationship between a scan file and database field. Users can disseminate written questionnaires to applicants, which will use scan forms to record their answers. Therefore, questions may require a little tweaking to make them resemble straightforward multiple choice questions and make it possible to use scan forms. Users will then scan the forms and save the input to a file. This tool is used to import the data and setup the form in QuickHire®, as well as to review the imported data in order to make minor corrections or invalidate incorrect entries.

After choosing Scan Data Interface from the Utility menu, the **Select Vacancy for Scan Data Definition** window appears, **Figure 11.1**. Highlight the Vacancy, using Vacancy Filter as desired to narrow down the list of Vacancies from which to select, and choose **OK**. The Vacancy selected should correlate with the applicant answers contained in the scan data file.

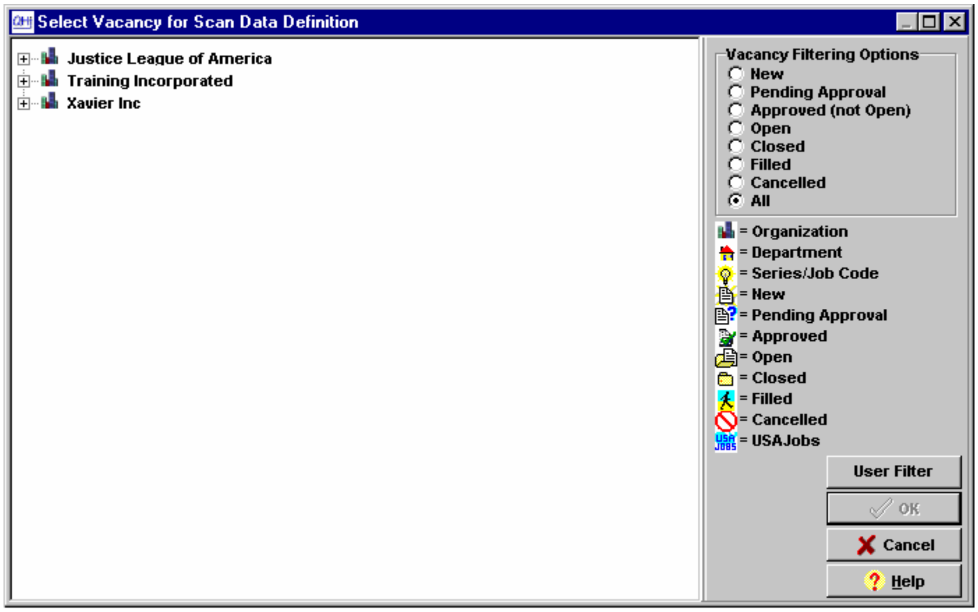

Fig. 11.1 Select Vacancy for Scan Data Definition

11.1.1 Scan Data Setup Tab

The Scan Data Interface tool opens to the **Scan Data Setup** tab, **Figure 11.2**. The purpose of this tab is to note the path for the file with the inputted data, the record length and any comments. Select **New**.

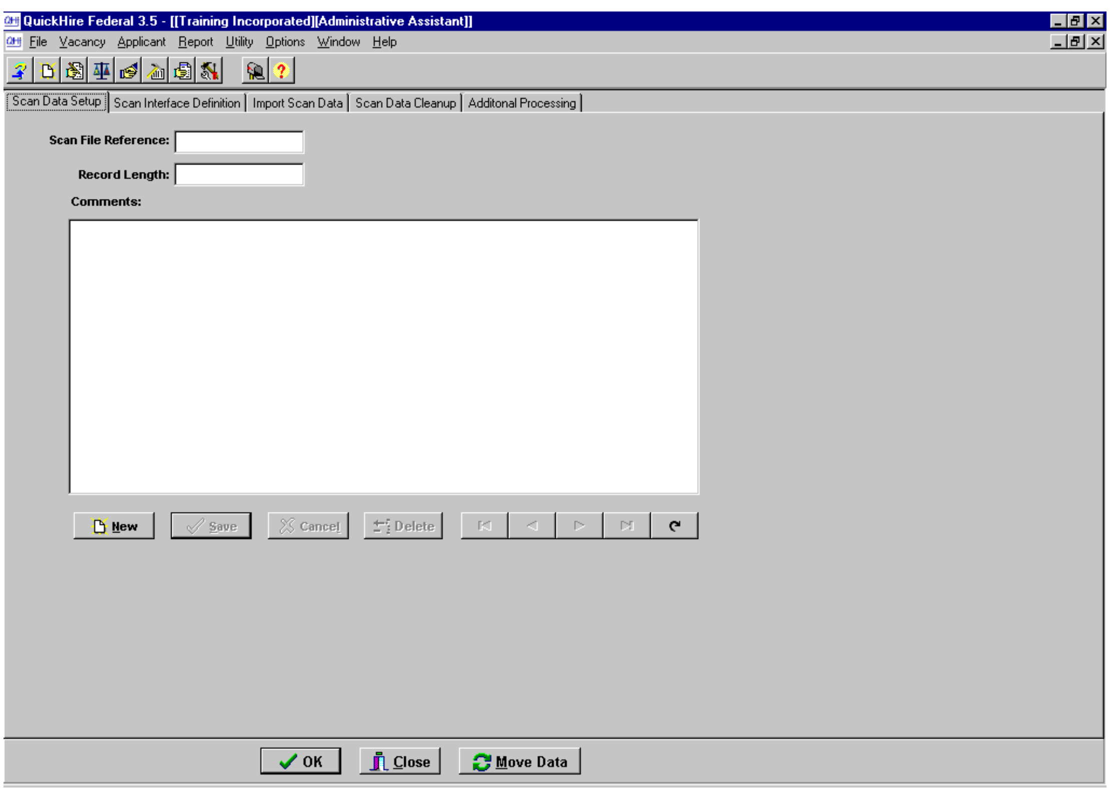

Fig. 11.2 Scan Data Interface: Scan Data Setup Tab

Scan File Reference Field: Enter a **Scan File Reference**. This is like a filename but does not actually have to be the same as the scan file name. The file reference should end with the extension .sdf.

Record Length Field: Enter the **Record Length**, which is the largest possible data length for the entire form. Think of this as the total number of ovals on a scan form that an applicant could fill in. Therefore this would be the maximum number of first name ovals, plus nine ovals for SSN, plus one oval for each question, etc., until the ovals for all of the entries are counted.

Comments Field: The **Comments** field is an optional field in which users can enter notes about the scan file.

11.1.2 Scan Interface Definition Tab

The **Scan Interface Definition** tab, **Figure 11.3**, is the second tab in Scan Data Interface used to set up the record form. In this tab, the user selects a field from the tree structure on the left side of the window to link to input from the scan form. The idea is to match up the information and its location on the scan form with fields and application questions from the vacancy. This tab is divided into two parts. On the left side is a list with fields of **Personal Information** normally collected from applicants at the time they register on the web and the **Vacancy Questions**. On the right is where the user specifies the record lengths to create the form. It is highly advisable that the user work with the fields in the order they appear on the scan form.

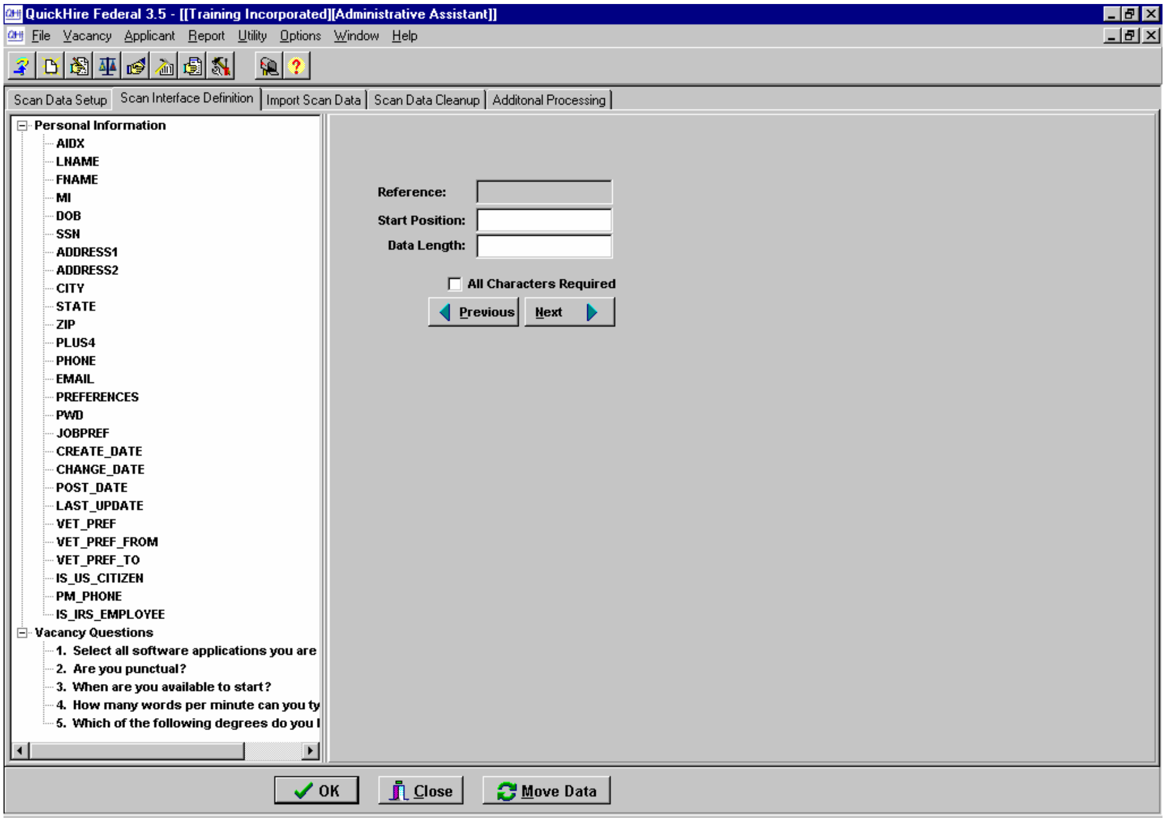

Fig. 11.3 Scan Data Interface: Scan Interface Definition Tab

Start Position Field: The field **Start Position** refers to the position on the scan form of the first character (oval) of that particular response. For example, if the first two entries on a scan form are "FNAME" and "LNAME," and the number of ovals, which could possibly be used for the first name, is 12, then the Start Position of the last name is 13.

Data Length Field: The **Data Length** refers to highest possible number of characters an applicant could fill in for a response. Using the example from Entry 2, the Data Length of the first name is 12, even though some individuals' names could only require 6 characters.

Check the **All Characters Required** checkbox if the answer that an applicant supplies must be the same number of characters as what is entered for Data Length. For example, if the user is working with "SSN" as the reference and the Data Length is 9, checking the box All Characters Required means that the record of any applicant that entered only eight characters would be flagged for cleanup (see fourth tab).

When finished creating the definition for the first reference, select the **Next** button to do the same for the next reference field. When Next is selected, the system automatically uses the Start Position and Data Length of the previous reference to calculate the Start Position of the next reference field. Continue these steps, using the next button to move between references, until finished creating the reference definition. Select **OK** when finished.

11.1.3 Import Scan Data Tab

The **Import Scan Data tab**, **Figure 11.4**, is used to select the scan file and import the data into the definition just created.

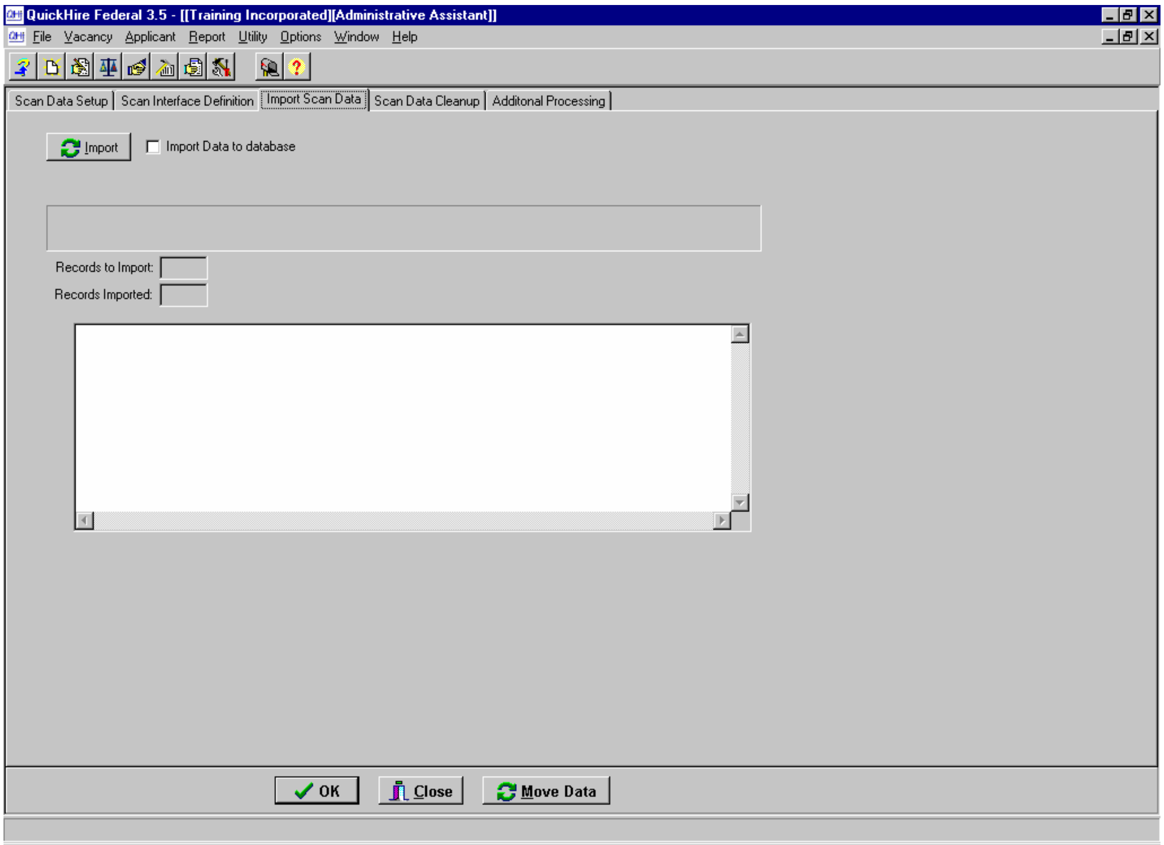

Fig. 11.4 Scan Data Interface: Import Scan Data Tab

Click the **Import** button with the green arrows at the top of the window, select the file and click **Open**. Data will appear in the preview box. The user will also see the number of records to import and the number of records imported in the Records to Import and Records Imported text boxes. Review the data and make sure that it is lined up evenly. If the data is not lined up properly, with a record per row, check the data lengths in the previous tab. If the data is lined up evenly, select the checkbox **Import Data to database**. Select **OK** when finished.

11.1.4 Scan Data Cleanup Tab

The **Scan Data Cleanup** tab, Figure 11.5, shows the records that were imported. Each row is one applicant's record.

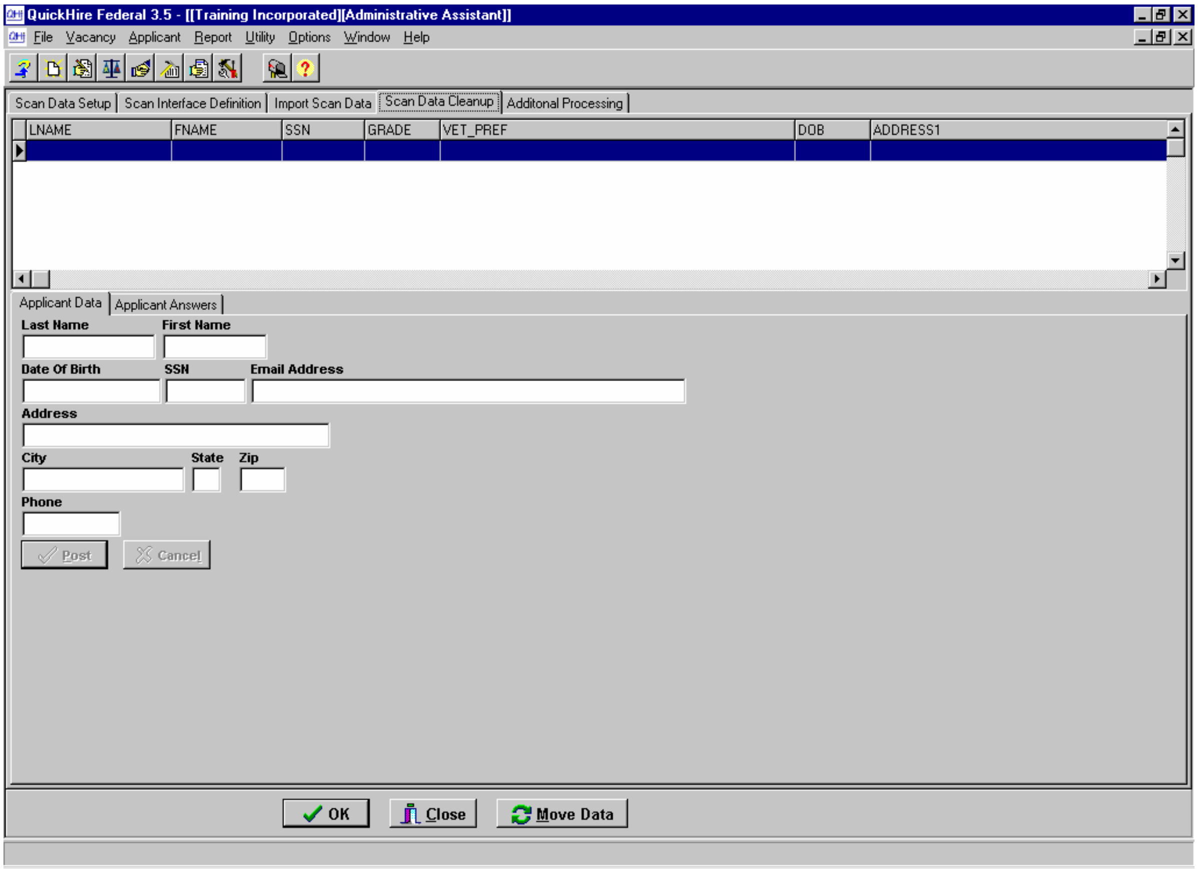

Fig. 11.5 Scan Data Interface: Scan Data Cleanup Tab

Use the horizontal scroll bar to view the entire record. Additionally, the information of whichever record is selected in the list will populate the tabs on the bottom half of the window. Select each record, one at a time, to check all of the fields. Any responses that did not meet the required number of data characters will be highlighted in blue. If an answer could not be read, an asterisk will be entered in the field and it will be highlighted in yellow. Make corrections and select **Post** to update the record. When the data has been checked and corrected, select **Move Data** and then **Close** the window.

11.1.5 Additional Processing Tab

The Additional Processing tab, **Figure 11.6**, allows the user to correctly save Imported Scan Data and answers. It alerts the user to any structural problems that may prevent the imported data to be scanned in properly. Click **Run** to restructure the Data.

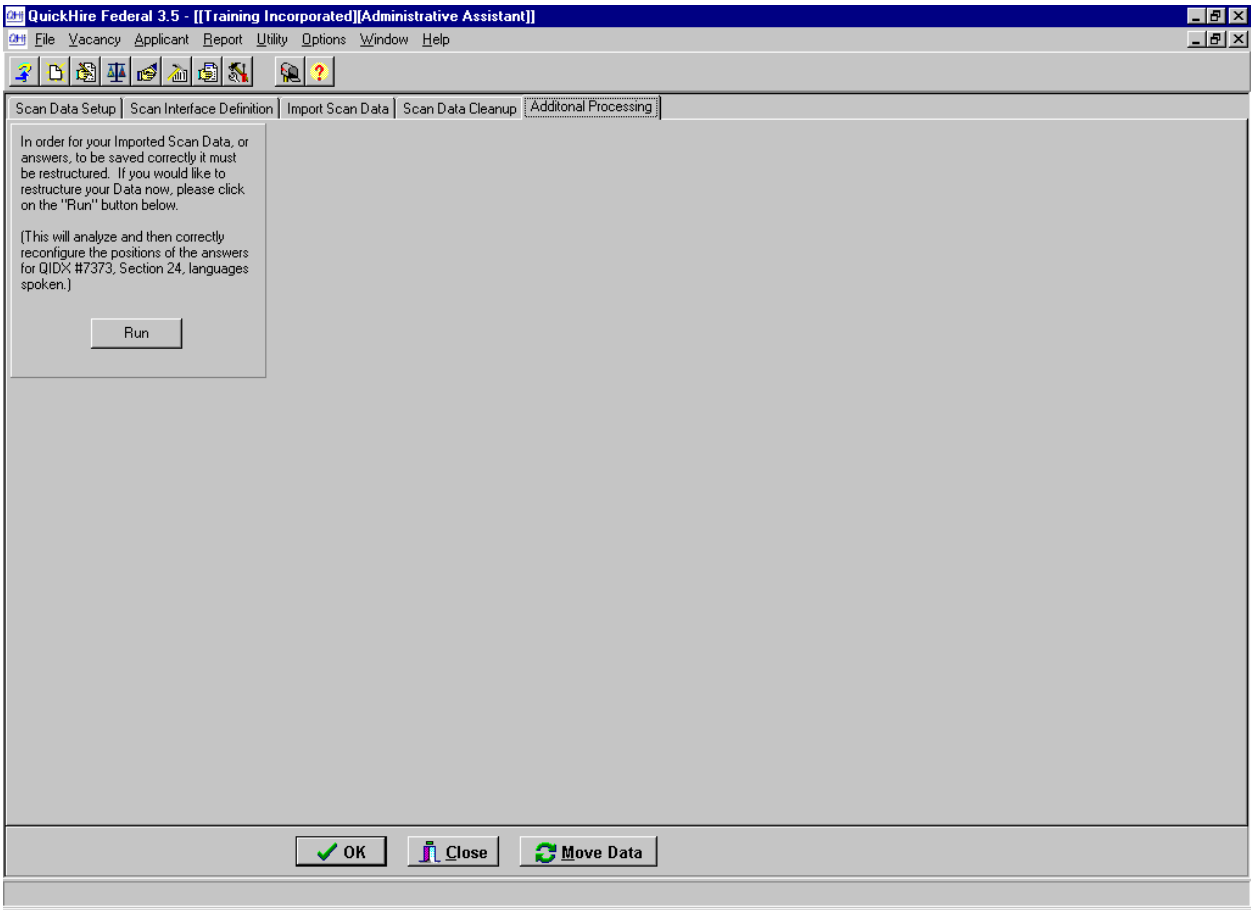

Fig. 11.6 Scan Data Interface: Additional Processing Tab

11.2 Search

The **Search** utility is a tool used to search applicants' resumes for keyword information. When applicants register for QuickHire® and apply to vacancies, they can elect to submit an electronic resume to supplement their application questionnaire. Keywords from the resume are automatically stored in the database. The keyword database is updated by a frequency which is set by the system administrator in the Miscellaneous tab of System Settings as Time to Update Resume Database. When Search is accessed, the **Search Wizard** is activated. This step-by-step guide allows the user to specify the search criteria.

11.2.1 Step #1 – Search Options

In Step One of the Search Wizard, see **Figure 11.7**, the user selects the organization they wish to search through. A user can choose to search through all organizations instead of just one. Resumes are the only things that a user can search through. In this step, the user must specify which resumes will be searched by selecting the name of the organization(s) to which they were submitted.

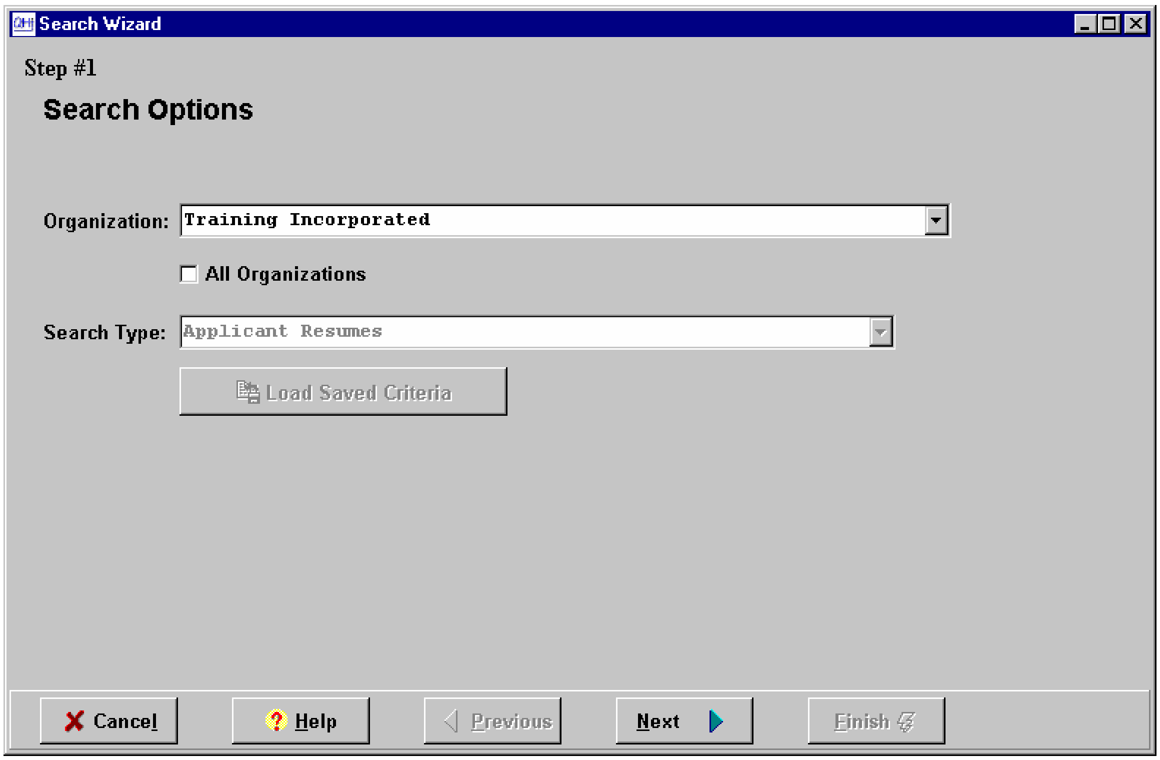

Fig. 11.7 Search Wizard Step #1

Users should either make a selection from the dropdown list next to the **Organization** field or check the **All Organizations** box. The Search Type will default to Applicant Resumes, as those are the only submissions a user can search. After choosing the organization(s), select **Next**.

Additionally, previously saved search criteria can be loaded for reuse by selecting **Load Saved Criteria**. This opens the **Load Saved Search Wizard Criteria** window. If a single organization were selected, then only the saved criteria for that organization would be accessible, but if all organizations were selected, then all criteria would be accessible. Select the criteria and choose **OK** to move to Step #2.

11.2.2 Step #2 – Enter Search Criteria

The second step of this wizard requires that the user **Enter Search Criteria**. Step two of the Search Wizard, **Figure 11.8**, is where the user types the word(s) that are to be searched for in the resumes. A user can select the type of search to be done by clicking on one of the search criteria options from the Search By box.

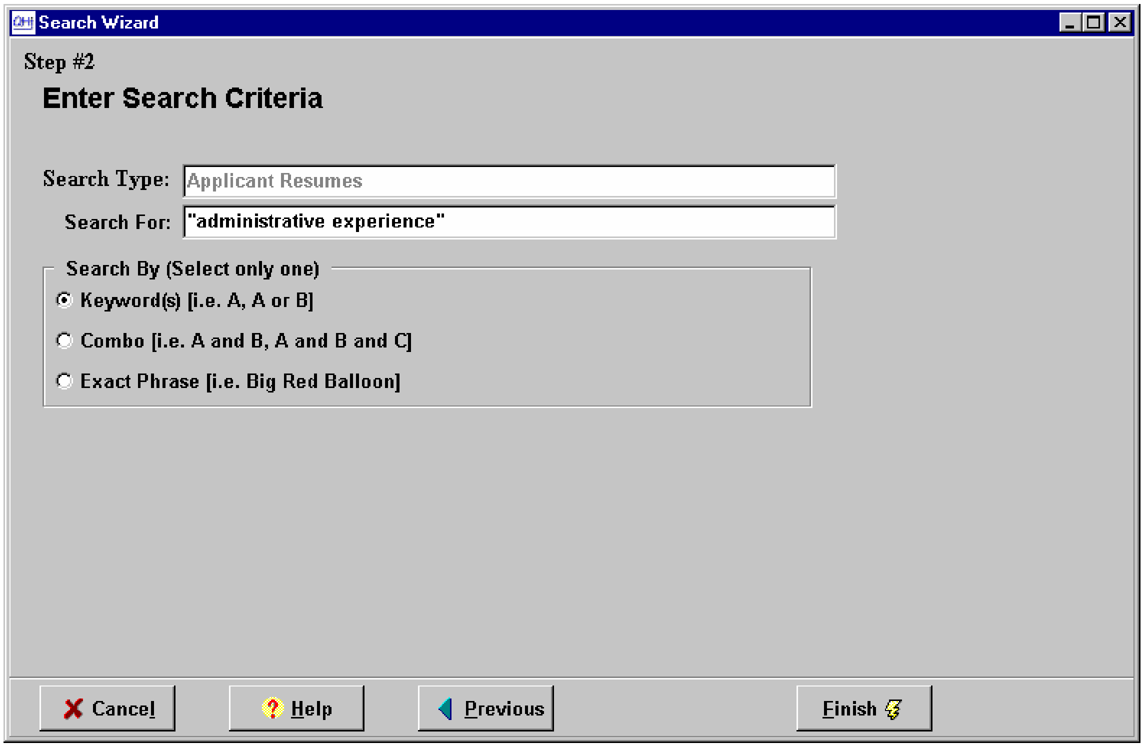

Fig. 11.8 Search Wizard Step #2

Because these searches can only be performed on resumes, the **Search Type** defaults to "Applicant Resumes." Enter the information to search for and select whether it is a **Keyword(s)**, **Combo** or **Exact Phrase** search. When entering the criteria, use quotation marks around phrases whenever possible to distinguish them as complete keywords. Plus, using the asterisk (*) wildcard as a substitute for the unknown can help when not sure of a complete phrase or to pick up multiple tenses of a word. For example, enter "program*" in order to find all resumes with program, programmer, programming, programmed, etc. When the criteria has been entered, select **Finish**.

11.2.3 Step #3 – View Search Results

This final step will list all of the individuals who have submitted resumes that match the criteria so that users can **View Search Results**. Step three of the Search Wizard, **Figure 11.9**, lists all resumes that contain the word(s) that were searched for. A user can view one of the resumes listed in the step. If the individual has applied to a Vacancy, their name will be preceded by the organization name, proceeded by the Vacancy or Vacancies to which he/she applied, and their score will be displayed next to the Vacancy. Select an individual and right-click to view their resume. The search criteria will be highlighted in the resume everywhere that it appears. Selecting the button at the bottom of the applicant Resume window will print the resume.

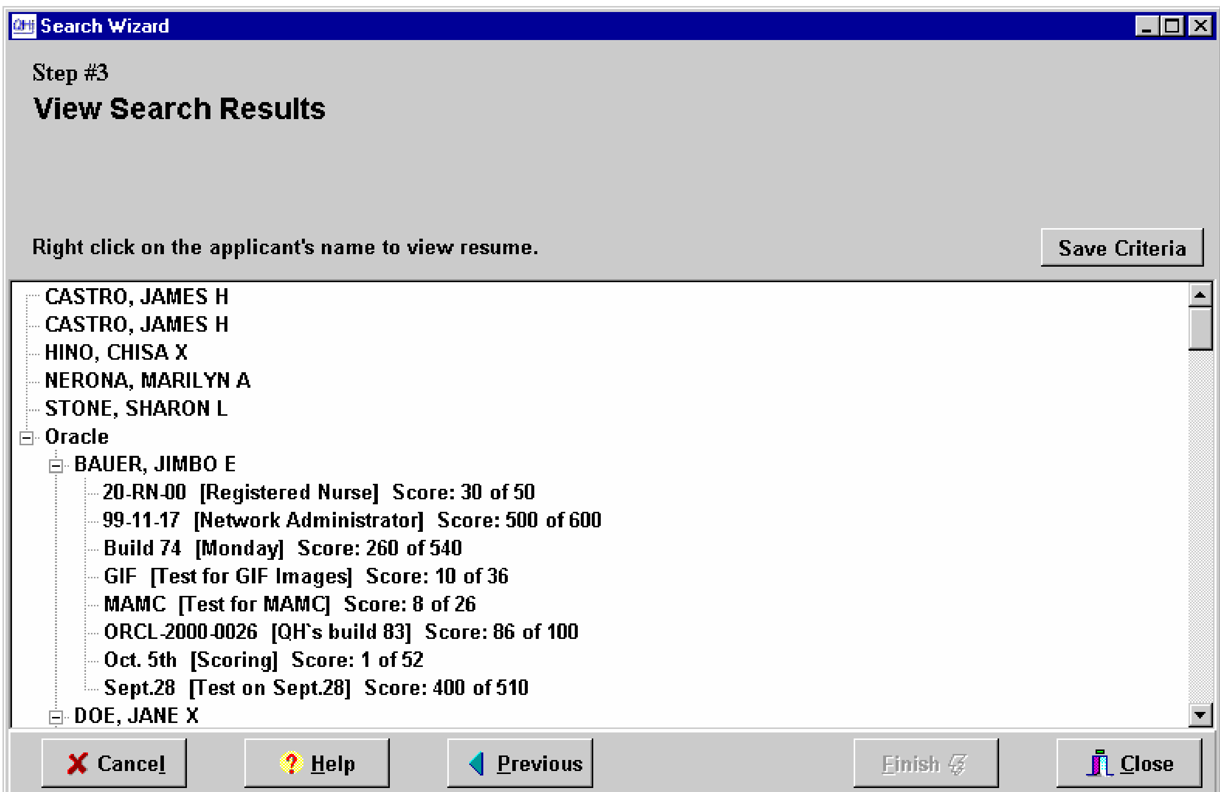

Fig. 11.9 Search Wizard Step #3

The search criteria can be saved from this window. Select the **Save Criteria** button. Notice that when the prompt to save the definition is activated, the search criterion has populated the field for the description. This is a default but can be changed. Also, if a saved criteria definition was used and changes were made to it, **Overwrite Existing Definition** can be selected to save those changes. Choose **OK** when finished and **Close** the Search Wizard.

11.3 User Manager

The **User Manager** utility allows the System Administrator to manage user profiles by editing user information and creating and assigning user permission groups. Only users with the permission Add/Modify Users may select this option. Selecting User Manager from the Utility menu opens the same User Manager window that is accessible from Data Administration. Once accessed, the User Manager window appears, opening to the **User Information tab**. The following information is listed in a tree view format: Organization, Department, Users assigned to each department and User Permission Groups assigned to each user. If a user is selected, their Information will be shown on the right-hand side of the window. Additionally, if the organization's name is selected, the **User Permissions Group tab** will be enabled, and if either the user or the group is selected, then the **User Groups tab** will be activated. Refer to **Section 10.5** for information on the User Manager window and functions.

11.4 Import Questions

During the installation of QuickHire, the user's organization had the opportunity to supply information on an Excel spreadsheet used to create questions. If the user created questions in an Excel spreadsheet or in an external application format such that it can first be exported to Excel, this can be imported into the list of Organization Questions in Data Administration (see **Section 10.3.3**) using the **Import Questions** tool. The inputted data will then be stored in the Questions section of Data Administration.

Users can import questions into the database using Excel. To import questions, the user must use Office '97 or a more recent version. Any versions older than Office '97 will not work with this function. The import questions feature is for users to save time. Instead of having to go through the process of creating questions over and over, the user can import questions that have already been written, provided that the questions are on an Excel spreadsheet. The spreadsheet must be setup with six columns that incorporate the information requested in the Question Builder Wizard. These columns are Question Category; Category Description; Subcategory; Subcategory Description; Question Type; Question; and Choices, if applicable, with one choice per column. They should be in the order listed from left to right, but do not necessarily have to have headers at the top of the columns, **Figure 11.10**. For the Question Type, use the abbreviations discussed in **Section 4.6.2.1**. The question information should be entered in rows. Note: When entering a Long Answer question, the length of the allowed answer text will default to 8,000 characters unless the user specifies a length from 251 – 8,000 characters in the "Choice 1" column (i.e. Column G).

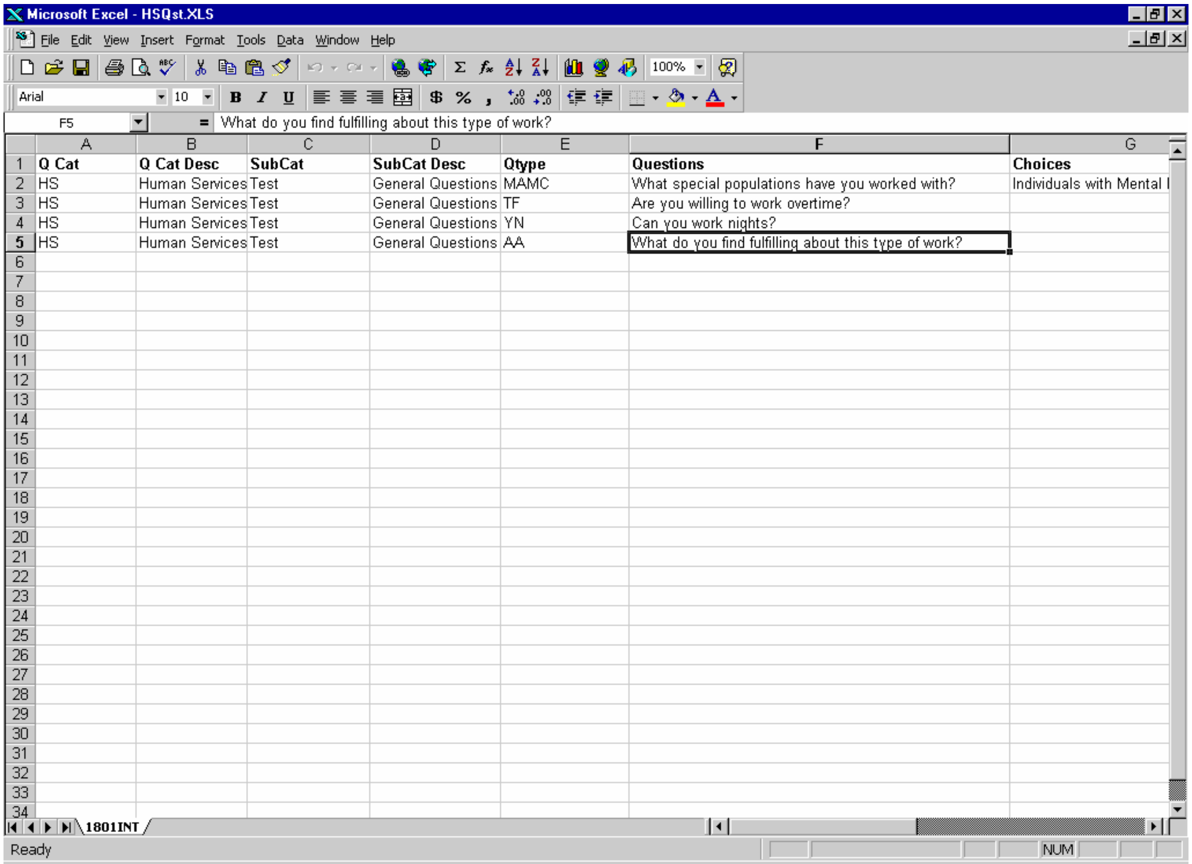

Fig. 11.10 Excel Spreadsheet Layout

Select Import Questions from the Utility menu. This will open the Organization Selection window. Choose the organization and select **OK**, thereby opening the Questions Import Utility <Organization Name>, **Figure 11.11**. Click the **Import** button.

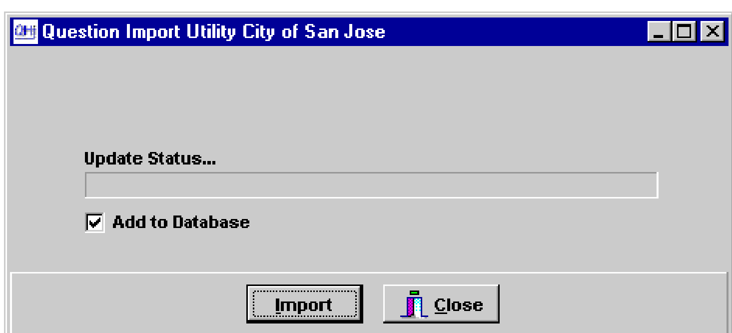

Fig. 11.11 Import Questions Utility

Select the appropriate Excel file and click **Open**. In the Question Import Utility window, make sure that the checkbox **Add to Database** is selected and click **Import**. There will be a prompt asking if the columns contain headers. Make sure to cancel the import and check the document if unsure as to whether or not it has headers. Otherwise, select Yes or No, accordingly. As the import is progressing, users can check the status with the **Update Status Bar**. When finished, a prompt will inform the user that the import is complete. Select **OK** and **Close** the Import Utility. Select Data Administration from the Utility menu, choose the organization and select the Questions button to check the import.

11.5 Import Diversity Notification Data

Even though the list of diversity organizations under Data Administration that users can contact is extensive, user may want to import more DIN information. Just like in importing questions, the diversity information must be contained in an Excel spreadsheet created using Office '97. The spreadsheet must be setup with columns in the following order (left to right): Organization Category (limit 10 characters), Category Description (254), Diversity Organization Name (50), Address 1 (50), Address 2 (50), Address 3 (50), City (20), State (2), Zip Code (10), Phone (14), Fax Number (14), Web Address (60), POC (25), POC Email Address (100) and Salutation (30). Each record should be a separate row. Refer to **Chapter 5** for more information about diversity notification.

Select **Import Diversity Notification Data** from the Utility menu. This will open the Organization Selection window. Choose the organization and select **OK**. Click **Import** at the prompt. Select the Excel file and click **Open**. As the import is progressing, users can check the status with the Update Status Bar. When finished, a prompt will inform the user that the import is complete. Select **OK** and close the Import Utility. Select Data Administration from the Utility menu, choose the organization and select the DIN Category and Diversity Organization tabs to check the import.

11.6 Chapter Summary

Tools that can be accessed through the Utility menu allow users to integrate a scan file of applicants' responses to a questionnaire, do keyword searches on resumes submitted electronically, maintain user information and permissions, and import questions and diversity notification data from Excel files. All of these functions can be accessed through the Utility menu. Some of these utilities, however, may not be accessed by all users, just those with permission to do so.

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CHAPTER 12
MAINTENANCE

12.0 Overview

Maintenance in QuickHire® involves making overall system settings selections and understanding how to respond in the event that a problem or violation is encountered while using the system. System Administrators and an organization's points of contact (POC) should take special notice of the information contained in this chapter. As a rule, administrators should be the only ones who are able to select system settings. The second section of this chapter refers to system support. POCs will be the first line of help in resolving problems.

12.1 System Settings

System Settings is a maintenance utility that can only be accessed by users with System Administrator permission. *It is very important that only individuals with advanced technical knowledge, such as complete understanding of the architecture of the web server, be able to work with this utility.* This is where general system-wide information is entered that allows QuickHire® to run and, equally importantly, realize its full capability. System Settings are used to select the server settings, miscellaneous settings, the license key and to enter POC information.

To access this maintenance function, click on **System Settings** from the File main menu. The user should then select the appropriate tab in the System Settings window: **Server Settings**, **Miscellaneous**, **Primary Sys Admin**, **POC**, and **Database Backup.** Select a tab to view and work with its contents. There are no edit function buttons in this maintenance function. Simply click in a field to add or edit its text entry. All of the information entered in System Settings is required in order for QuickHire®'s capabilities to be fully realized or, in some cases, for the system to even function.

12.1.1 Server Settings Tab

The **Server Settings Tab**, **Figure 12.1**, is where users declare the destination of their database server and record their IP address. This is also where users must decide whether or not to use secure links. If the box is checked then the web site will be secure and the Internet address will be led by “htts://” instead of “http://”.

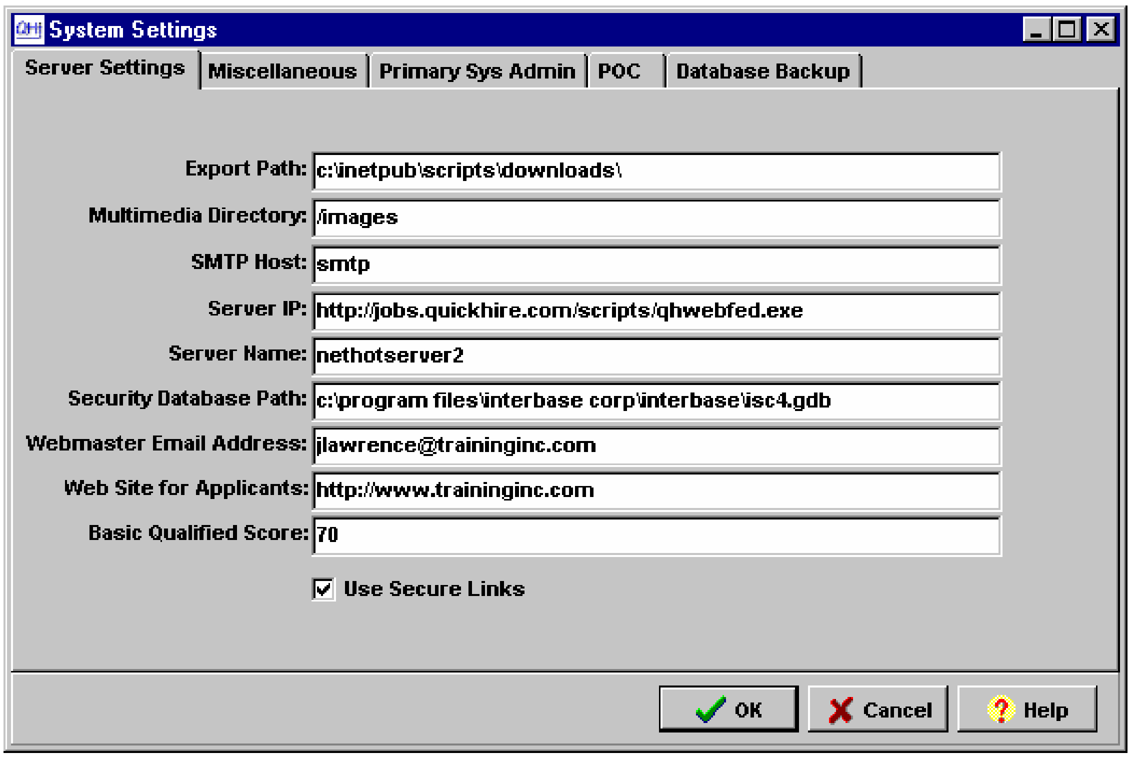

Fig. 12.1 System Settings: Server Settings Tab

Export Path Field: In the **Export Path** field, the user would enter the path for any information that applicants would be required to download from the web.

Multimedia Directory Field: The **Multimedia Directory** field is where the user enters the path for any multimedia content that will be added to the web browser. This is required in order for multimedia to be added to a Vacancy’s questionnaire.

SMTP Host Field: The **SMTP Host** field is where the user would enter the outgoing mail server address.

Server IP Field: In the **Server IP** field, the user should enter the IP address on which the QuickHire® server is running.

Server Name Field: The **Server Name** field is the name of the server on which the computer is running.

Security Database Path Field: The **Security Database Path** field should be changed if there is a security database besides the default database, which is InterBase (isc4).

Webmaster Email Address Field: In the field **Webmaster Email Address**, enter the email address that will serve as the main point of reference for sending and receiving automated email messages.

Web Site for Applicants Field: The **Web Site for applicants** is the URL of the site at which applicants will search and apply for positions. This will usually be the organization's web page.

Basic Qualified Score Field: Enter a value in the **Basic Qualified Score** (BQS) field to convert all scores received by applicants into a score that conforms to a 100-point scale, regardless of the maximum total for a Vacancy. The computation is as follows:

100 – BQS = N x (applicant's Score/Maximum Score) = New Score

New Score + BQS = Transmuted Score, where N represents the equation result

This field is optional; if it is left blank, raw scores are calculated based on weights.

Use Secure Links Field: Decide whether or not to **Use Secure Links** when transferring data. If the box is checked, then the web site will be secure and the Internet address will be led by "htts://" instead of "http://."

12.1.2 Miscellaneous Tab

The **Miscellaneous Tab**, shown in **Figures 12.2a and 12.2b**, is for defining Applicant Assessment question choices and for extra information (i.e. non-server settings and preferences) about the organization and the server. When clicking on this tab, the user will see two tabs: the **AA Choices** and the **ORG Data** sub tabs. The AA Choices tab, **Figure 12.2a** below, appears when the user click on the Miscellaneous tab; the user will see five fields. Only users with System Administrator permissions can change these fields. The user should define and type in definitions for these 5 Applicant Assessment answer choices here. Click **OK** to save these choices. Note, the changes made to these fields will be seen by ALL users in all organizations.

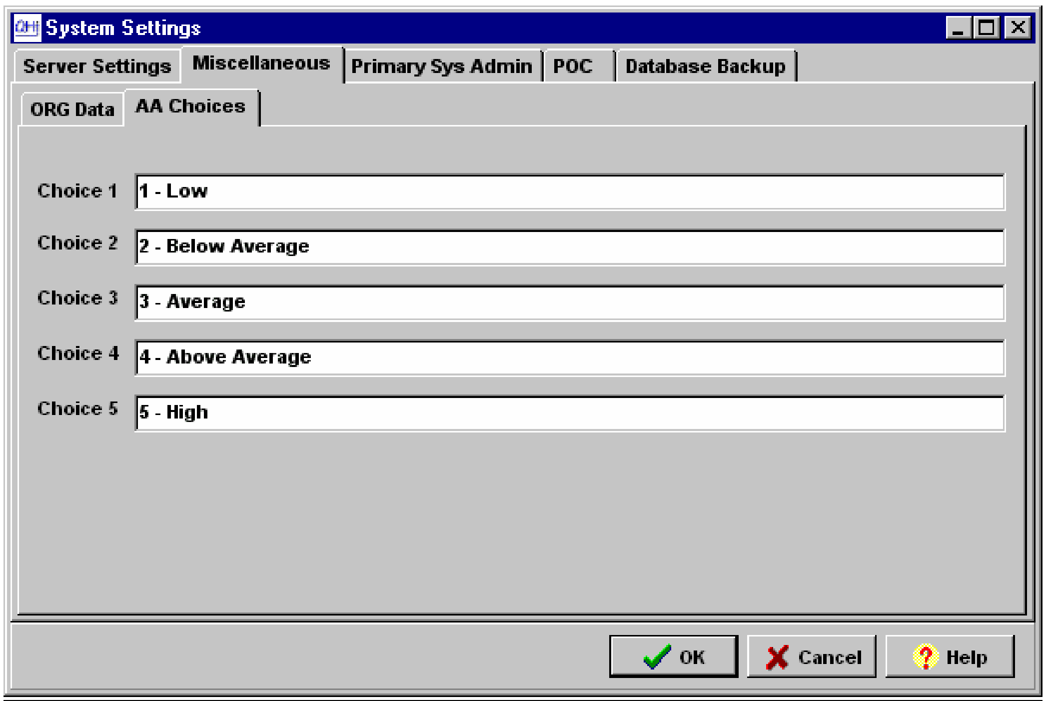

Fig. 12.2a System Settings: Miscellaneous Tab - AA Choices Sub Tab

The ORG Data tab, **Figure 12.2b** below, is used for extra information (i.e. non-server settings and preferences) about the organization and the server.

Series Organization: Select a **Series Organization** from the dropdown list. When applicants create a QuickHire® account on the Internet, they are asked about notification preferences. If they select "I would like to be notified by email about new job postings for the selected job," they must choose a job category from the dropdown list. The purpose of the Series Organization is that whichever organization is selected in that field determines the list of series/job codes from which applicants can choose. The reason there is a dropdown box is because QuickHire® supports multiple organizations, which can mean varying series/job codes.

Use Core Questions: Select whether or not to **Use Core Questions** as part of

Vacancy questionnaires (see **Section 8.2.3.1**).

Time to Update Resume Database: The **Time to update Resume database** should be entered in minutes. When an applicant posts a resume, it is held in a temporary table. This field determines how often all of the resumes being held there are collected and scanned so their keywords are added to the keyword table for use with the Search utility. The frequency of updating the database should not be too high or too low. If it is too infrequent, then the database of resumes could be incomplete when performing a keyword search. If it is too frequent, the database would update too often, which could be taxing and slow the entire system. A good amount of time is about 10-15 minutes.

Testing: The Testing option enables the user to use duplicate email addresses when testing the software. Example: when creating applicants for testing, two applicants can have the same email address, only if this option is checked. When this option has not been selected, the QuickHire® system will not allow two applicants to have the same email address.

Auto-Generate Vacancy Number: When selected, **Auto-Generate Vacancy Number** will notify the system to enter the next available Vacancy number when a Vacancy is being created in the standard Vacancy Builder Wizard. If this feature is checked, users will not need to assign Vacancy numbers, as it is done automatically. This number will be the organization's Short Name (see Section 10.1.1), followed by the four-digit fiscal year, then the next available sequential four-digit number.

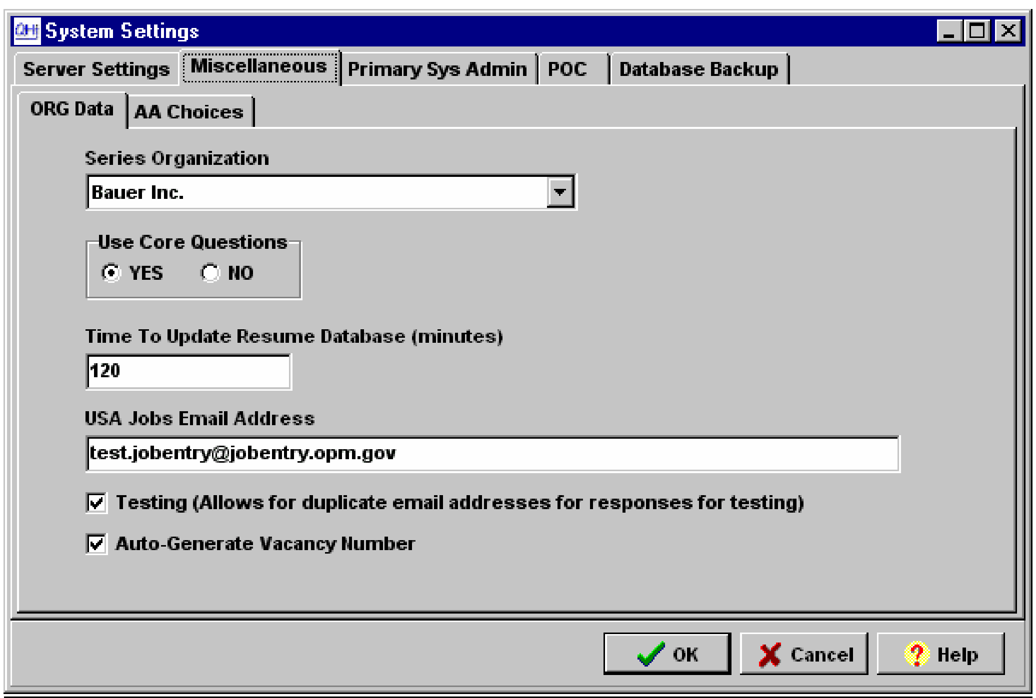

Fig. 12.2b System Settings: Miscellaneous Tab – ORG Data Sub Tab

12.1.3 Primary System Administrator Tab

The **Primary Sys Admin Tab, Figure 12.3**, is where the Primary System Administrator name, address, and phone number are entered.

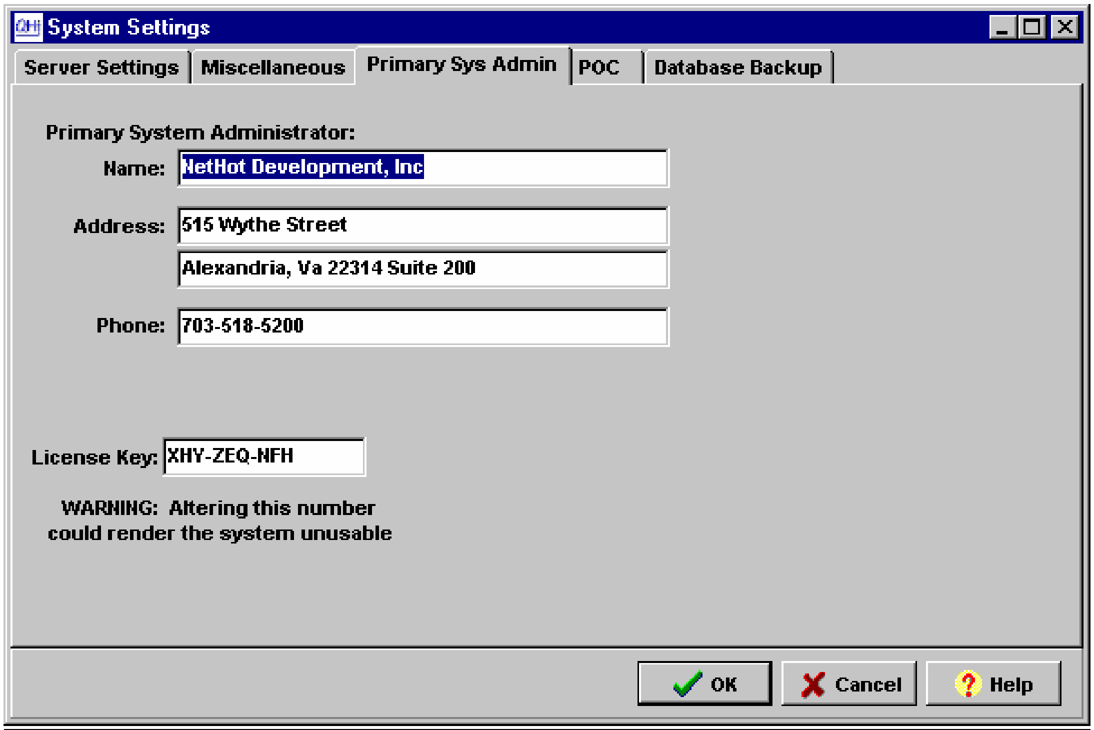

Fig. 12.3 System Settings: Primary Sys Admin Tab

The phone number is especially important if users encounter problems and need to talk to the system administrator. The final entry is the **License Key** number. The License Key number is assigned to the organization by the QuickHire® vendor and is used for identification of the organization and permissions for use. Altering the license key number could result in failure of the system. *Do not alter this number.*

12.1.4 POC Tab

The **Point of Contact Tab**, **Figure 12.4**, is where the email addresses of the primary and secondary points of contact for the organization are entered.

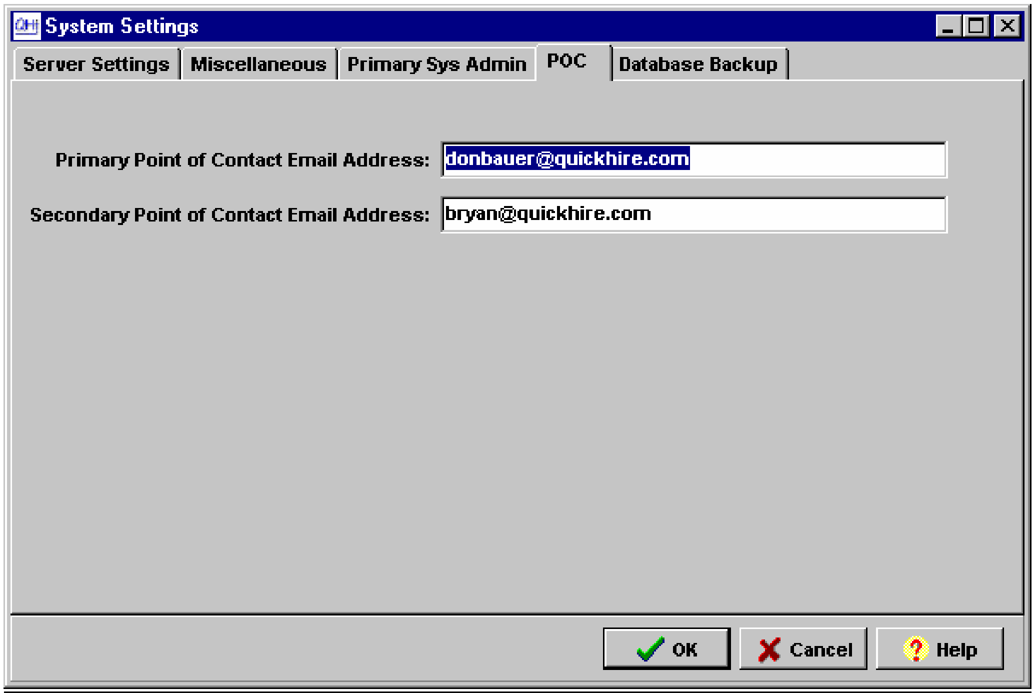

Fig. 12.4 System Settings: Point of Contact Tab

The POC email address is crucial. Users can choose to contact the POC with notification of new applications and applicant results (see **Section 4.4**), or if no other POC information is entered along with the organization information in Data Administration, this POC email address is used for notification of new applicants. In addition, the diversity initiative notification email will default to this email address if none other is entered as the contact point (see **Section 5.2**).

12.1.5 Database Backup Tab

The **Database Backup Tab**, also known as the Database Backup Scheduler, **Figure 12.5**, is used to view and set the service parameters. A backup of the database is needed to protect the files, which the user creates, and the files that are included in QuickHire®. If users are running the Windows NT operating system on the same computer or network as they are running QuickHire®, QuickHire® will create a Windows NT service on installation, which can be set to automatically backup the database.

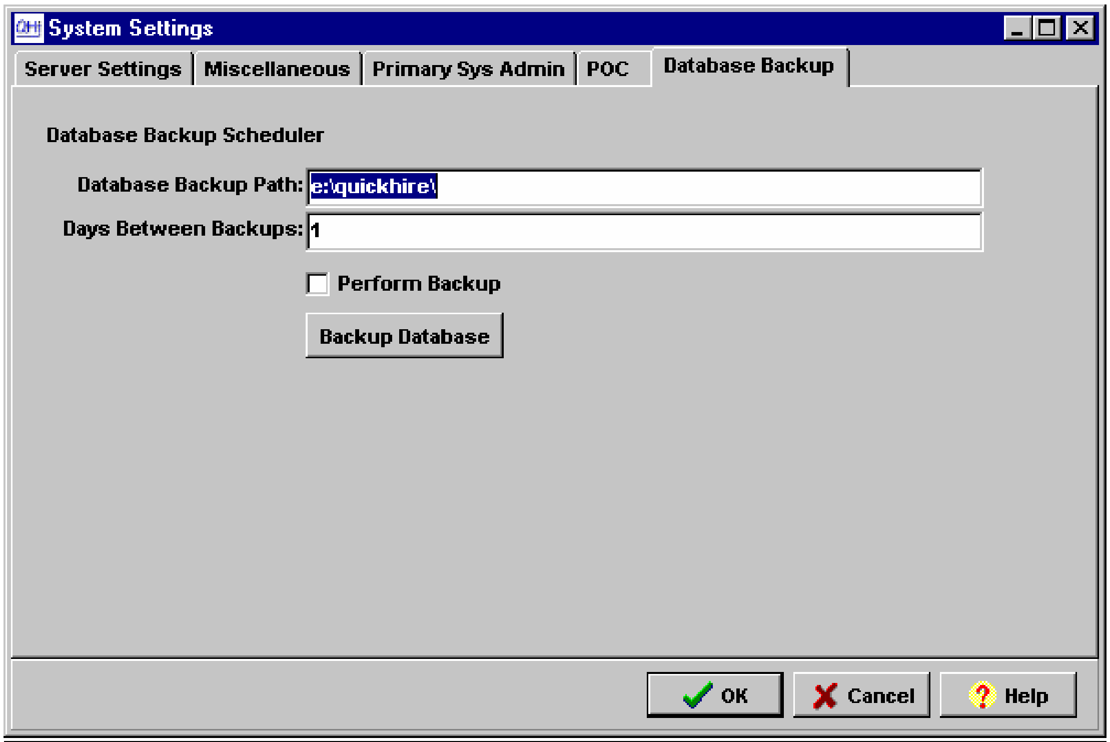

Fig. 12.5 System Settings: Database Backup Tab

Database Backup Path: The Database Backup Path field should be changed if the organization wants to use a value other than the default, which is taken from the value set in the system_profile table.

Days between Backups: In the next field, enter the number of Days between Backups. The value in this field will default to "1."

Perform Backup: When finished setting the path and number of days, check the Perform Backup box to activate the automatic process.

There is another option for backing up the database if the user does not want this to be performed automatically. Users with the System Administration level of permission can run the backup by clicking on the **Backup Database** button. The Backup Database window shown here as **Figure 12.6** will open.

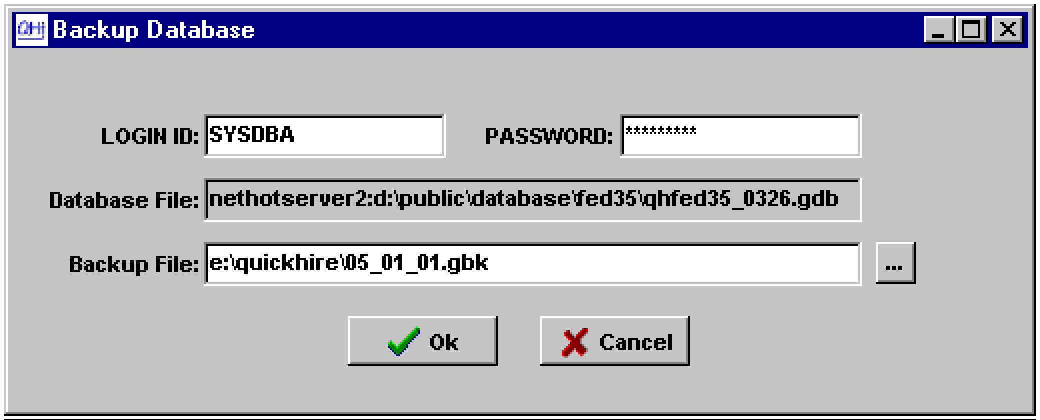

Fig. 12.6 System Settings: Backup Database Utility

The user will be prompted to enter a **LOGIN ID**, **PASSWORD**, **Database File** name, and **Backup File** name. All of these will be pre-populated with default values. The login ID and password will be the "SYSDBA" values. The database file name designates the location of the database on the server and is setup when QuickHire® is installed. The database file name will change if the database file is moved. Lastly, the backup file name will default to one that combines the system month, day, and year values. This value can be changed either by deleting the entry and entering a new file name or by clicking on the ellipse button and selecting a new file. When finished entering information, select **OK** to run the backup.

12.2 QuickHire® Auto Processing

QuickHire® Auto Processing is a program that handles timed tasks for the database. Auto Processing runs as a service under Windows NT and is performed at approximately midnight EST every night. The purpose of this is to automatically send notification emails to the appropriate individuals when necessary. Specifically, if a new Vacancy is posted or an existing one is modified, an email will be sent to those applicants who requested notification when they created their account. For this to occur, **Automatically Notify Applicants of new vacancy** must have been selected in Step #7 of the Vacancy Builder Wizard or the Vacancy Edit Wizard (see **Section 4.8**).

Another type of email generated as a result of the Auto Processing is **Diversity Initiative Notification** emails (see **Chapter 5**). When a Notification definition is created for a Vacancy, it is not sent immediately but on the day the Vacancy opens. At about midnight of the opening day, the QuickHire® Auto Processing feature triggers the email. Even after the initial Notification email, if a modification is made to the Vacancy, another email will be sent the next time the Auto Processing runs.

Additionally, the QuickHire® Auto Processing feature takes care of sending notification emails to the appropriate personnel designated for a Vacancy. At about midnight after the closing date of an opening, the appropriate personnel will receive an Applicant Listing report via email with a synopsis of the scores for qualified individuals, as well as the number of qualified individuals versus applicants.

12.3 System Support

Users may encounter problems that they cannot resolve when working in QuickHire®. When these violations occur, users should request assistance from the organization's QuickHire® point of contact (POC) . If contacting the POC, give them a description of the message and the steps taken prior to encountering the error. It is important that the POC have enough information so that an individual from the technical support team can recreate the problem. The user should also contact the POC with general questions about QuickHire®, including questions about how to perform an action in the system.

12.4 Chapter Summary

Selecting system settings for an entire organization is an important maintenance action. This can be accessed by opening the File menu and selecting System Settings. while the latter involves the use of the User Feedback tool, both of which are accessed through the File menu. The first step to answering questions and dealing with problems is to contact the organization's POC.

CHAPTER 13
WEB BASED CLIENT DATA RETRIEVAL

13.0 Overview

Web Based Client Data Retrieval, also referred to as Web Administration, gives users (for ex. Selecting Officials or Managers) alternate access to different views of data via the Internet. Client Data Retrieval allows personnel to accomplish specific tasks such as viewing a list of all job certificates generated from a vacancy where the user has been selected as the Selecting Official, viewing an information report which shows a list of applicants to a vacancy and their score, creating a list of questions for a vacancy and adding an applicant to a vacancy regardless of whether the vacancy is open or closed. Client Data Retrieval also allows access to job certificates directly for those Selecting Officials who do not have access to the client. This is accomplished by using the Vacancy Number and Vacancy Password. The Vacancy Password is entered in Step #8 of the QuickHire® Vacancy Builder (see **Figure 4.25** and **Section 4.9**). In Step #8, the user can enter in a password for any individual that will be viewing a list of applicants for the vacancy via the Web Based Client Data Retrieval. Anyone with the correct vacancy number and password will be able to view vacancy and applicant information via an Internet connection.

Access to Client Data Retrieval is controlled via user permissions. Whether the user has the Web Administration in combination with HR Manager, Selecting Official, or Designate as Best Qualified permission will determine what features the user will be able to access in Client Data Retrieval. To access Client Data Retrieval, type in "/admin" after the URL used to access the application. A welcome window will appear, **Figure 13.1** below.

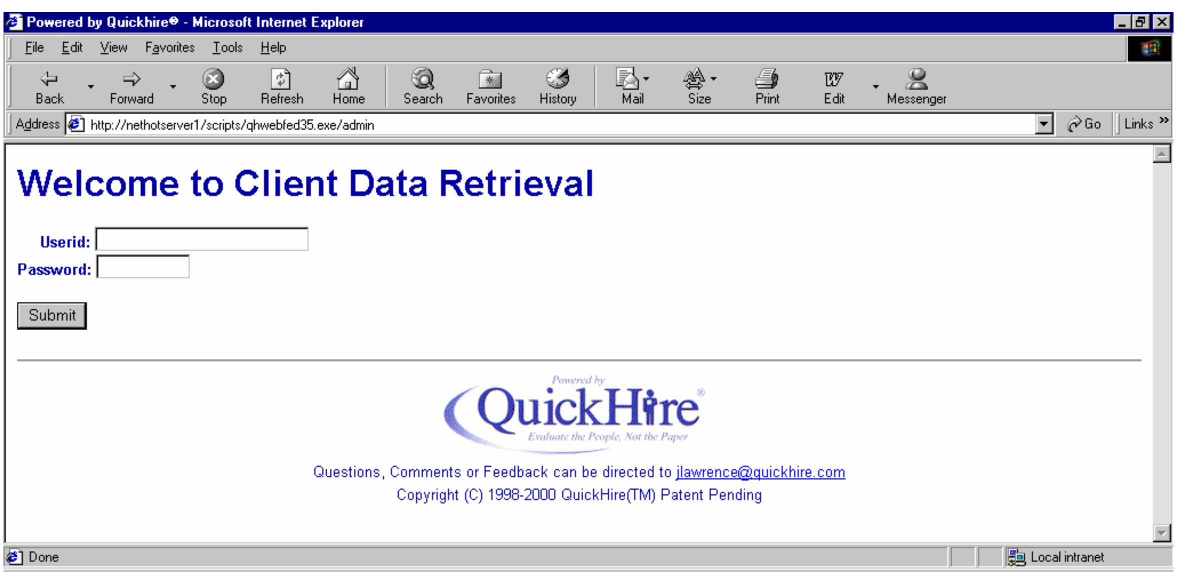

Fig. 13.1 Client Data Retrieval Welcome Window

Enter a QuickHire User ID and Password and click **Submit**. Depending on the user's permissions, the user will be able to access up to four sections: Selecting Officers Applicant Review, Job Reports for your Organization, Question Library and Add Applicant to Vacancy. The user will be able to access all four sections if they have HR Manager and Web Administration user permissions. If the user only has Selecting Official permission and Web Administration permissions, the user will go directly to the Selecting Officers Applicant Review section.

13.1 Selecting Officers Applicant Review

The first section in Client Data Retrieval for users with Web Administration and HR Manager permissions is the Selecting Officers Applicant Review section. Click on the **Selecting Officers Applicant Review** link. The **Vacancies Available for review** window will appear, **Figure 13.2**. This report displays a list of all Job Certificates generated from the vacancies listed in the first column where the user has been selected as the Selecting Official. From this report, the Selecting Officer can review detailed information about all best qualified applicants to a specific vacancy. Upon reviewing this information, the Selecting Officer can choose to propose a job offer to the applicant he or she has chosen to fill the vacancy.

The columns displayed in the listing are Vacancy, Certification, Locations, Grades, Issue Date, Expiration Date and Status.

- **Vacancy**

  The Vacancy column lists the Vacancy Number followed by the title of the vacancy.

- **Certification**

  The Certification column includes links to view job certificates for the Vacancies listed in the first column. Note, once a job certificate expires, it will no longer be available for preview.

- **Locations**

  The Locations column shows the location for which the certificate has been generated. This can be city and state or a geographic area.

- **Grades**

  The Grades column displays the grade(s) for which the certificate has been generated.

- **Issue Date**

  The Issue Date column displays the date the job certificate was generated.

- **Expiration Date**

  The Expiration Date column displays the date the job certificate expires.

- **Status**

  The Status column displays the current status of the vacancy. The choices include: Active, Inactive, and Expired. Active Status means the job certificate is still open, Inactive Status means the job certificate has been manually closed, and Expired Status mean the job certificate has passed its Expiration Date.

Vacancies available for review

Vacancy	Certification	Locations	Grades	Issue Date	Expiration Date	Status
Prod-2001-0018 Office Clerk cost summary report	Prod-2001-0018-0621b	Falmouth, MA	01,02	06/21/2001	09/17/2001	ACTIVE
Prod-2001-0018 Office Clerk	Prod-2001-0018-0621a	Volcano Area, HI	01,02	06/21/2001	09/17/2001	INACTIVE
Prod-2001-0018 Office Clerk	Prod-2001-0018-0621	Falmouth, MA	01,02	06/21/2001	09/17/2001	INACTIVE
Prod-2001-0019 Office Clerk	Prod-2001-0019-0621	Falmouth, MA	02	06/21/2001	09/17/2001	ACTIVE
HR-2001-0021 Office Clerk	HR-2001-0021-0620	Zigzag, ID	01,02	06/20/2001	09/14/2001	INACTIVE
Prod-2001-0012 Office Clerk	Prod-2001-0012-0620	Falmouth, MA	01,02	06/20/2001	06/01/2001	EXPIRED
Prod-2001-0012 Office Clerk	Prod-2001-0012-0620a	Zigzag, ID	01,02	06/20/2001	09/14/2001	ACTIVE
Prod-2001-0014 Office Clerk	Prod-2001-0014-0619	Kodiak, AK	01	06/19/2001	09/13/2001	INACTIVE
Prod-2001-0014 Office Clerk	Prod-2001-0014-0619a	Beckley, WV	01	06/19/2001	09/13/2001	INACTIVE
HR-2001-0010 Office Assistant	HR-2001-0010-0618	Throughout Alabama, AL	01	06/18/2001	09/12/2001	INACTIVE
Prod-2001-0014 Office Clerk	Prod-2001-0014-0618	Zigzag, ID	01	06/18/2001	09/12/2001	INACTIVE
HR-2001-0012 Office Assistant	HR-2001-0012-0614	Zigzag, ID	01,02	06/14/2001	08/13/2001	INACTIVE

Fig. 13.2 Client Data Retrieval: Vacancies available for review

To view the Job Certificate in its entirety, the user can click on the Certificate Number listed in the Certification column. The Applicants available for review window, **Figure 13.3**, will appear. The Serial Number, Vacancy Number, Location and Grade(s) information is listed in the top left hand corner. The table below is composed of the following columns: Rating, Grade Elig, Vet Pref, Applicant Name, Personal Data, Core Questions, Vacancy Data and Resume. The first three columns, Rating, Grade Elig and Vet Pref, list the actual information. The Rating and Vet Pref columns are shown based upon the criteria used to generate the Certificate (e.g., a merit promotion Certificate would not show Rating or Vet Pref columns). The last five columns, Applicant Name, Personal Data, Core Questions, Vacancy Data and Resume, have links that the user must click on for the detailed information. By clicking on the Applicant's Name in column four, the user can pull up a report listing Personal Data, Core Questions (with the applicant's answers), Vacancy Data and Resume for the applicant. The user can review each of these pieces of information individually by clicking on the appropriate column, such as the Core Questions column. All of the information in this report will assist the Selecting Official in selecting the best applicant for a vacancy.

Fig. 13.3 Applicants available for review Window

13.2 Job Reports for your Organization

The **Job Reports for your Organization** section, allows the user to create either a Summary Information Report or a Detail Information Report for specific jobs. These reports are only available to those users with the Web Administration and HR Manager Permissions. First, click on the drop down arrow to see the list of jobs and select the job to report upon. Check one of the two options, depending upon whether summary information or detail information is needed: 1) **Provide summary information (Applicants and score)** and 2) **Provide detail information (Applicants, score, questions and answers).** To clear the checkbox(es), click the **Reset Form**. When the appropriate checkbox(es) is(are) checked, click the **Next** button.

If the user checks the Provide summary information checkbox, the Report Results window below is displayed, **Figure 13.4** (this report is also displayed if both checkboxes are checked). The report consists of five columns: Grade, Name, Score and Max Possible with an option to View Resume. The Grade, Score and Max Possible columns are filled in accordingly. The Name column is a link; by clicking on the applicant name, an e-mail message is created which can be sent to the applicant.

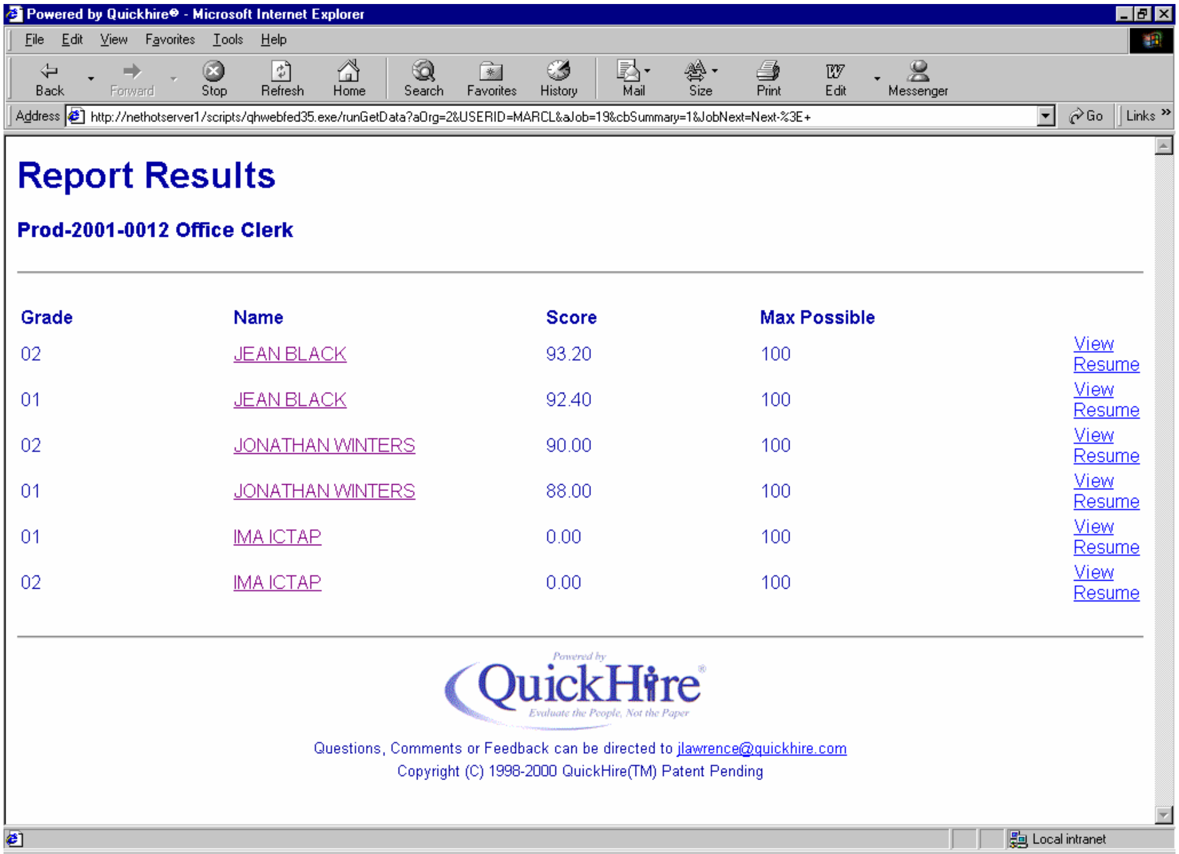

Fig. 13.4 Client Data Retrieval: Report Results/Summary Information

Checking the Provide Detail Information checkbox produces the following report, **Figure 13.5** (this report is also displayed if neither checkbox is checked e.g. the **Default)*. This report lists the grade, score out of the maximum score, and date of application in the top left hand corner, a View Resume link and answers to the job questions for each applicant that applied for the job.

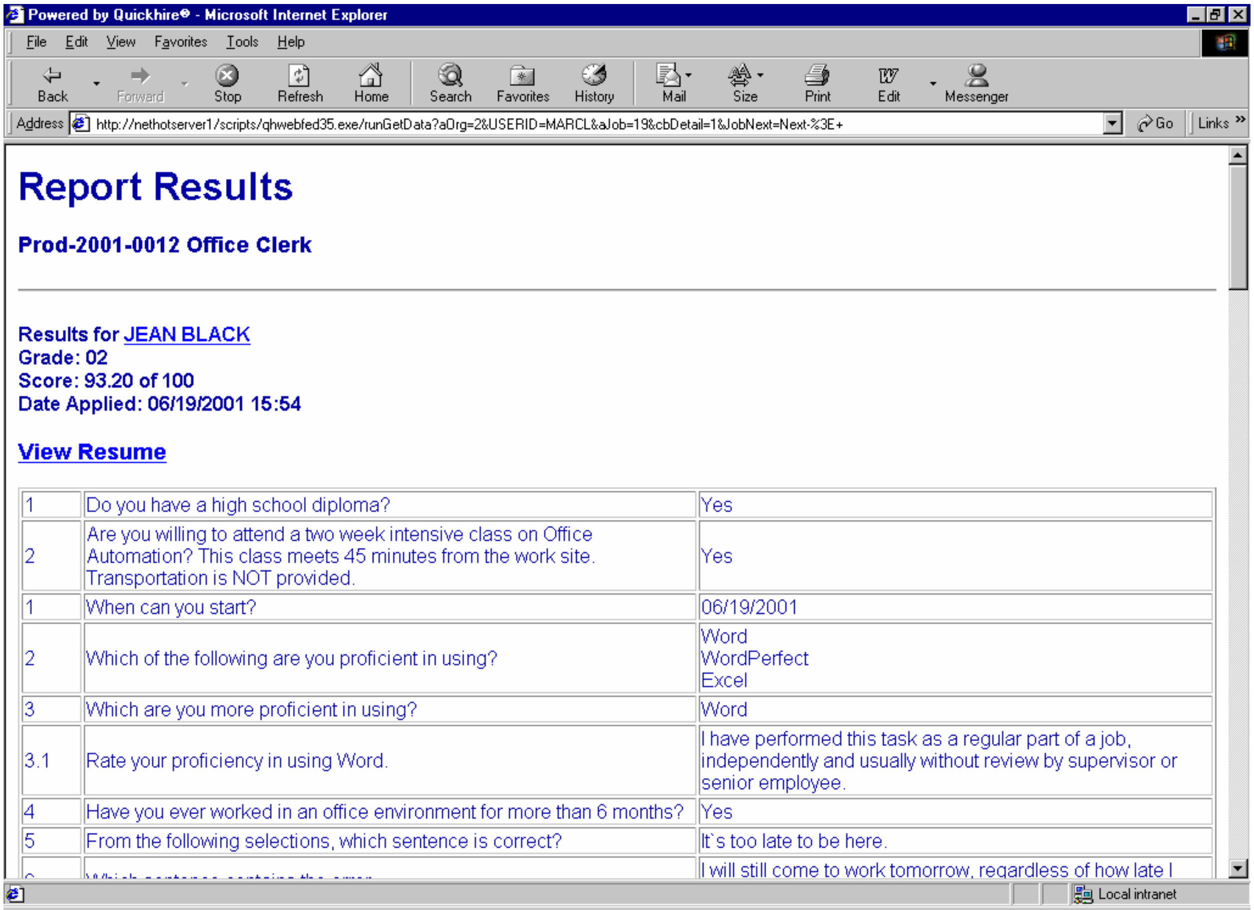

Fig. 13.5 Client Data Retrieval: Detailed Report Results

13.3 Question Library

The Question Library section can be used to create a simple, customized list of questions to be asked of applicants who are applying for a vacancy that can be forwarded to the HR Manager for inclusion in a Vacancy Announcement. First, the user must select an organization. The Question Library window, **Figure 13.6**, will appear.

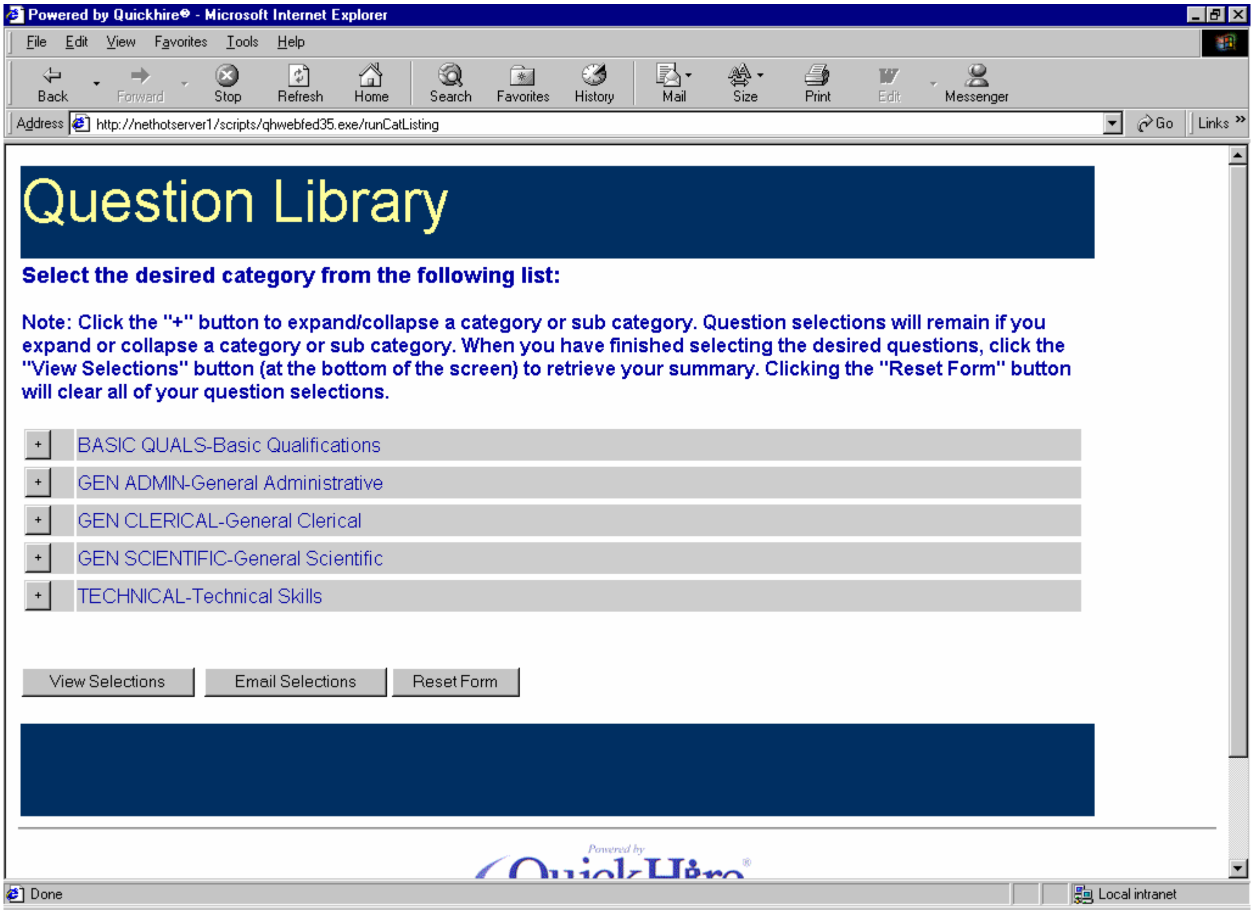

Fig. 13.6 Client Data Retrieval: Question Library

Select the desired category from the following list of questions. As with QuickHire, the "+" button can be used to expand/collapse a category or sub category. Also notice a **Close All Categories** button will appear on the left above the question categories that will allow the user to collapse all expanded categories and sub categories. Select all appropriate questions by placing a check by the checkbox for any questions that are appropriate for the vacancy. When a category of questions is expanded, notice 3 boxes will appear below the question categories: **Title, Additional KSA's Requested** and **Additional Vacancy Questions**, see **Figure 13.7**. The Title, Additional Knowledge, Skills and Abilities and Additional Vacancy Questions can be added to these text boxes as desired.

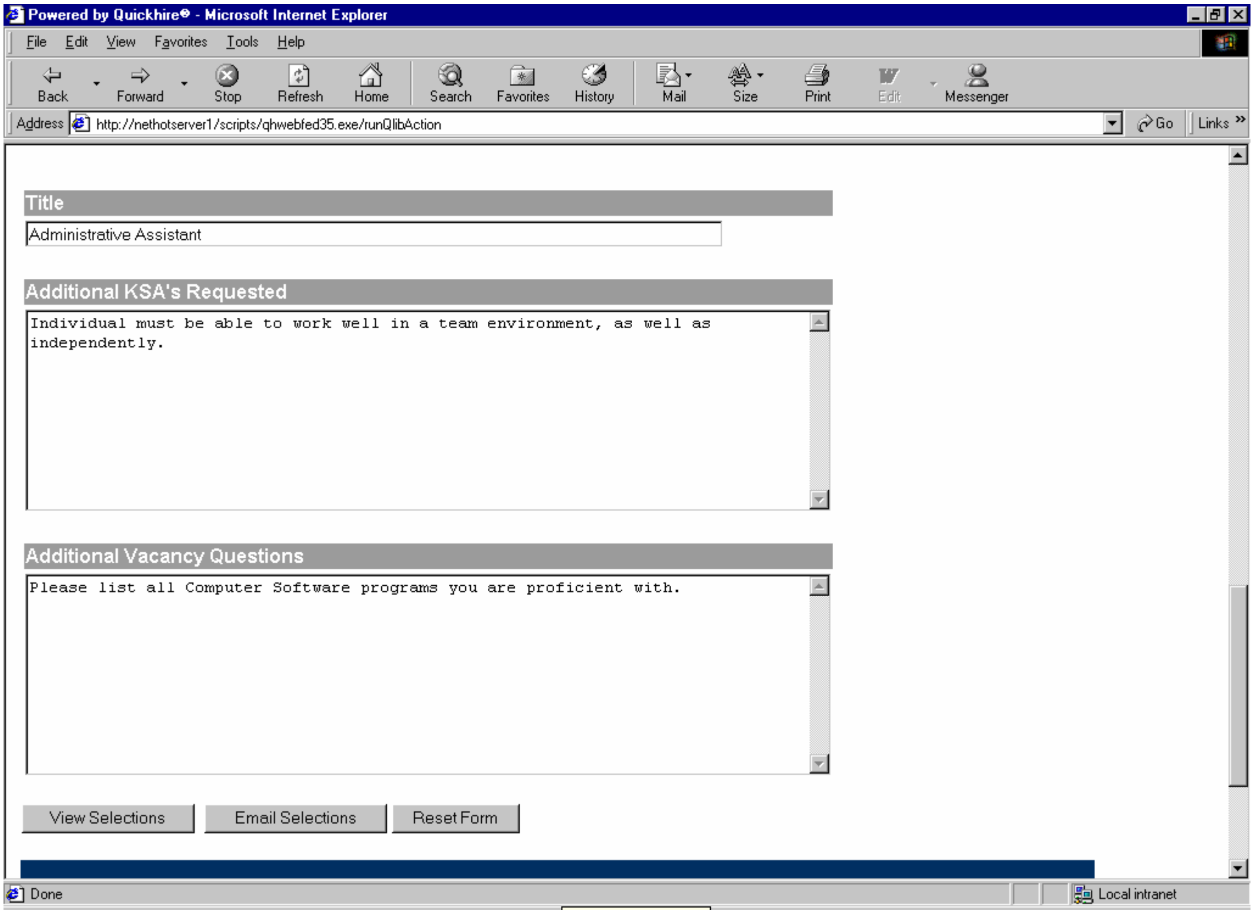

Fig. 13.7 Client Data Retrieval: Title, Additional KSA's Requested and Additional Vacancy Questions

There are three buttons at the bottom of the Question Library window: View Selections, Email Selections and Reset Form.

- Clicking the **Reset Form** button on the bottom right will clear all of the question selections.

- Clicking the **Email Selections** button to the left of the Reset button will allow the user to email question selections to the appropriate personnel. In **Figure 13.8**, the email is forwarded to the Hiring Manager. The To box has a dropdown box from which the user can choose the appropriate person to send the email. The From box already has the email address of the user. The Subject box is empty and can be filled in with an appropriate title for the email. The email text is automatically filled in with a list of the question selections, but it can be edited as required. Clicking the Send button in the bottom left hand corner of the window will send the final email to the appropriate personnel.

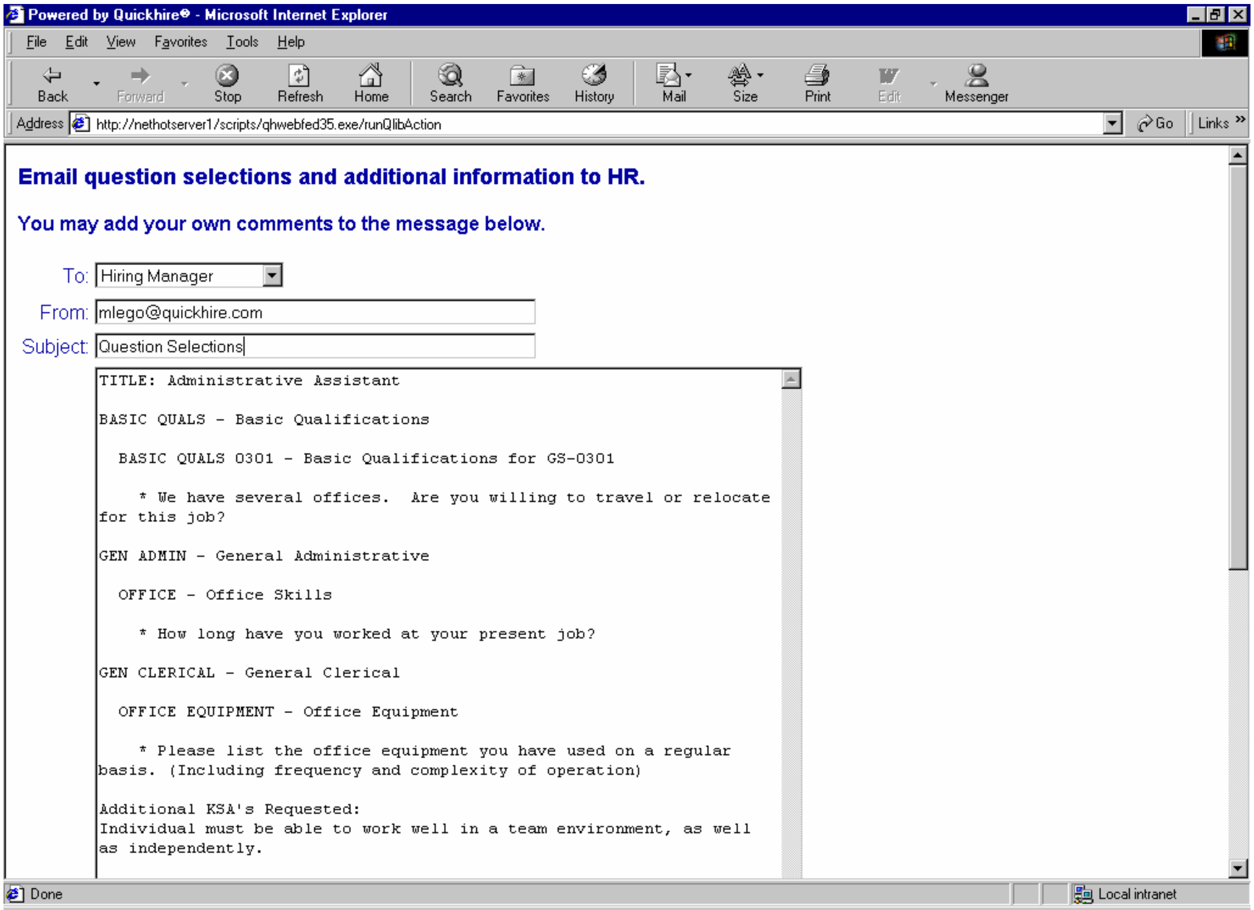

Fig. 13.8 Client Data Retrieval: Email Selections

A message will appear confirming the status of the email, **Figure 13.9**. At this window, the user has the option of returning to the Admin Login window or clicking the Back button if necessary.

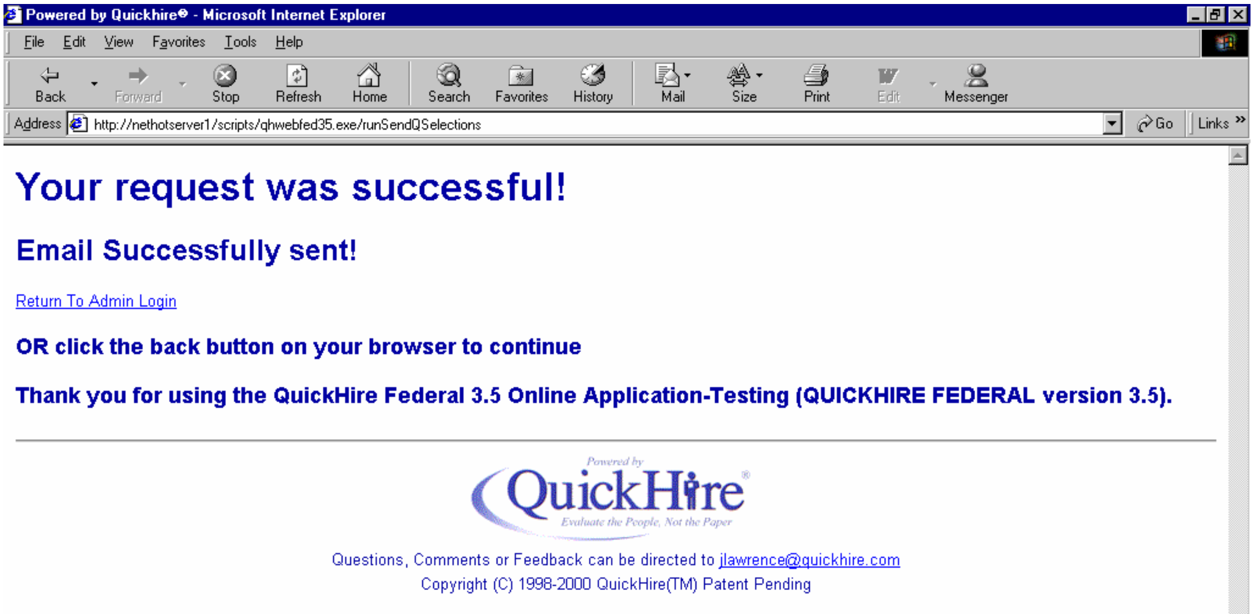

Fig. 13.9 Client Data Retrieval: Email Confirmation

- Lastly, there is the **View Selections** button. When finished selecting the desired questions, clicking the **View Selections** button will bring up the following window, **Figure 13.10**. The questions selected will be listed in a format organized by Question Category. There is a **Print** button on the bottom left hand corner.

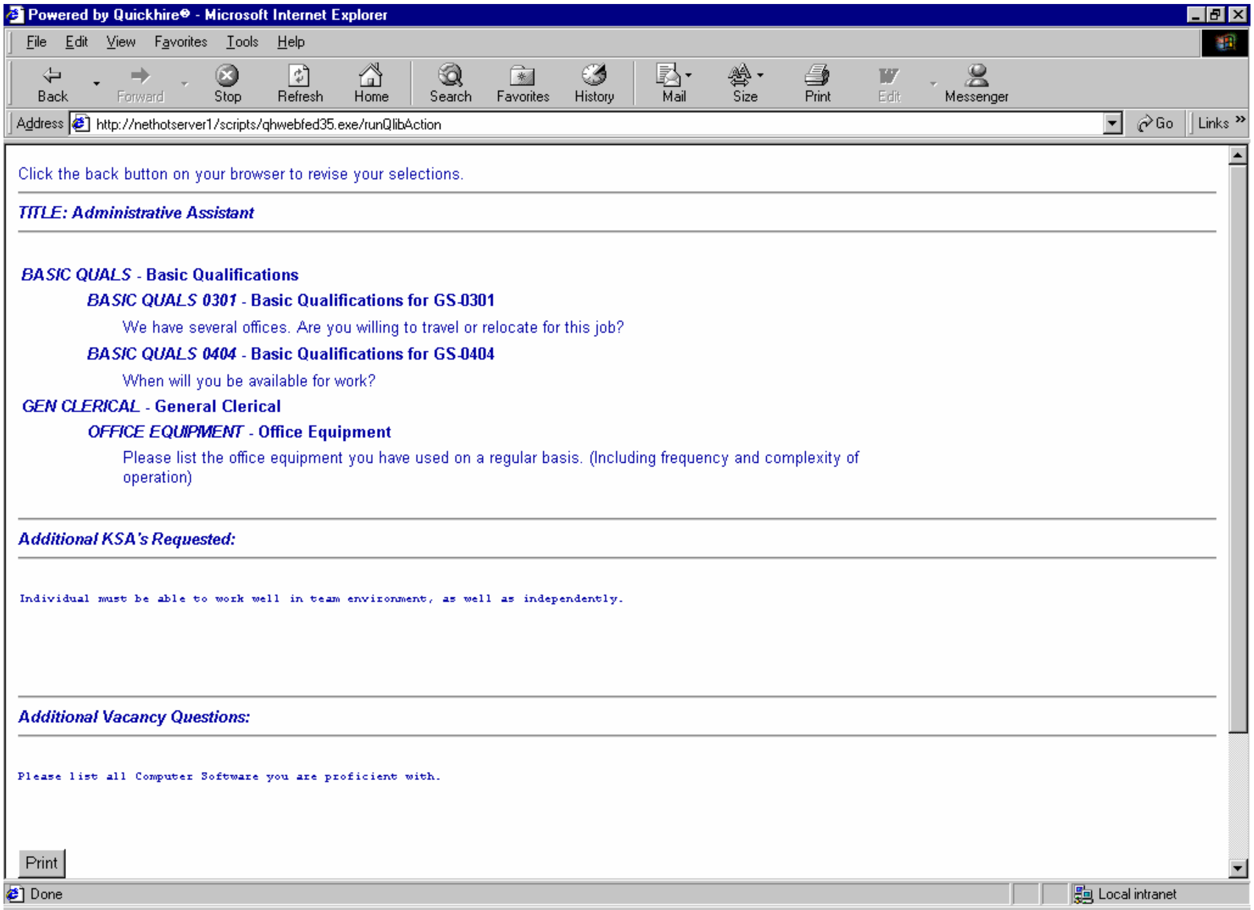

Fig. 13.10 Client Data Retrieval: View Selections

13.4 Add Applicant to Vacancy

Scroll down to the Add Applicant to Vacancy section, which is the last section in Client Data Retrieval. The Add Applicant to Vacancy section, **Figure 13.11**, gives users the ability to add applicants to a vacancy, even after the vacancy has closed or to input a paper application. This section allows for flexibility in adding qualified potential and interested applicants to a vacancy pool, where the vacancy has already been closed. In order to use this function, the user must have either the Web Administration and HR Manager permissions or the Web Administration and Designate as Best Qualified permissions. Click on the drop down box and select the appropriate **vacancy** to add the applicant. Then, click the **Next** button.

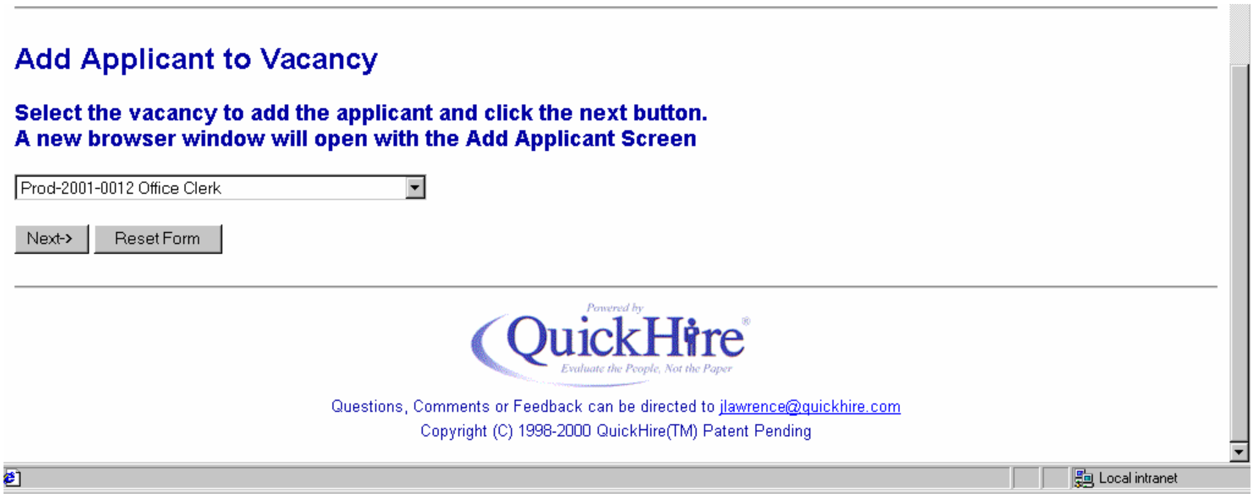

Fig. 13.11 Client Data Retrieval: Add Applicant to Vacancy

A new browser window, Add Applicant Step 1, **Figure 13.12**, will open. Enter the applicant's **social security number** in the SSN box and click the **Search** button. Personal data will be displayed if the applicant is already in the system.

Fig. 13.12 Client Data Retrieval: Add Applicant Step 1 Window

If the applicant is not in the system, the User Information Window will be displayed (see **Figure 13.13**). The User Information window, which appears when the applicant is not already in the system, is the same window that appears for applicants using QuickHire® to apply to a vacancy. This is where personal information such as name, address, date of birth, password, and Military Service and Veteran Preference are entered and where the applicant's resume can be pasted. Click the **Next** button. If the necessary information has not been entered completely or if there are errors in the information entered, an Error message will appear asking the user to go back to the form and enter the necessary information. The user can continue on to answer the Federal Core Questions and the Vacancy Questions.

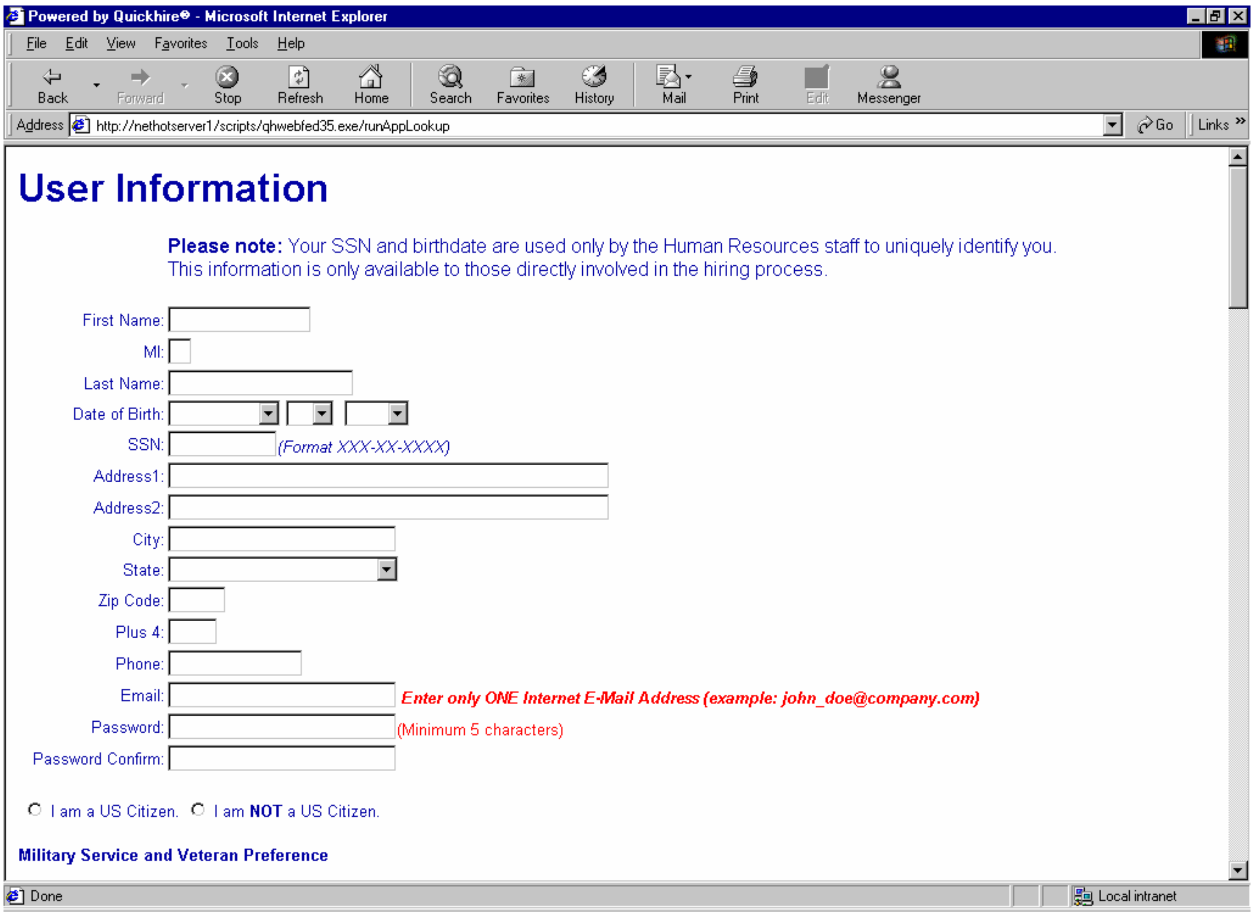

Fig. 13.13 Client Data Retrieval: User Information

13.5 Chapter Summary

Web Based Client Data Retrieval is an Internet tool which gives users the ability to review several different views of data. Client Data Retrieval allows hiring personnel to view a list of all Certificates generated from a vacancy where the user has been selected as the Selecting Official, to view an information report which shows a list of applicants to a vacancy and their score, to create a list of questions for a vacancy and to add an applicant to a vacancy after the vacancy has been closed out.

CHAPTER 14
PUBLIC STATUS

14.0 Overview

The **Public Status module** is available to QuickHire users at cost as an additional feature to the core QuickHire product. It allows applicants to view the status of their application for a specific vacancy online via the Web Application. Applicants will be required to login with their User ID and password in order to view the status of their application. They will be able to see the status of the Vacancy they applied to and the status of their application. Those customers that chose not to purchase this module will not have any of the functionality described here and will not see any of these features.

14.1 Creating an Applicant Public Status

Users will see an additional text box in Data Administration titled **Applicant Public Status Description, Figure 14.1**. This is where users can create an Applicant Public Status Description for an existing or newly created applicant status code. It is not a required field. If left blank, "Status Not Disclosed" will be displayed for the applicant when the applicant views his application status on the web.

> Modifying the Applicant Public Status Description field for an applicant status code will not change what is displayed to the applicant on the web for any/all positions that were already assigned that vacancy status code, as these values are stored with the applicants results record. Changes to applicant statuses after modifying an Applicant Public Status Description will reflect the new public status value.

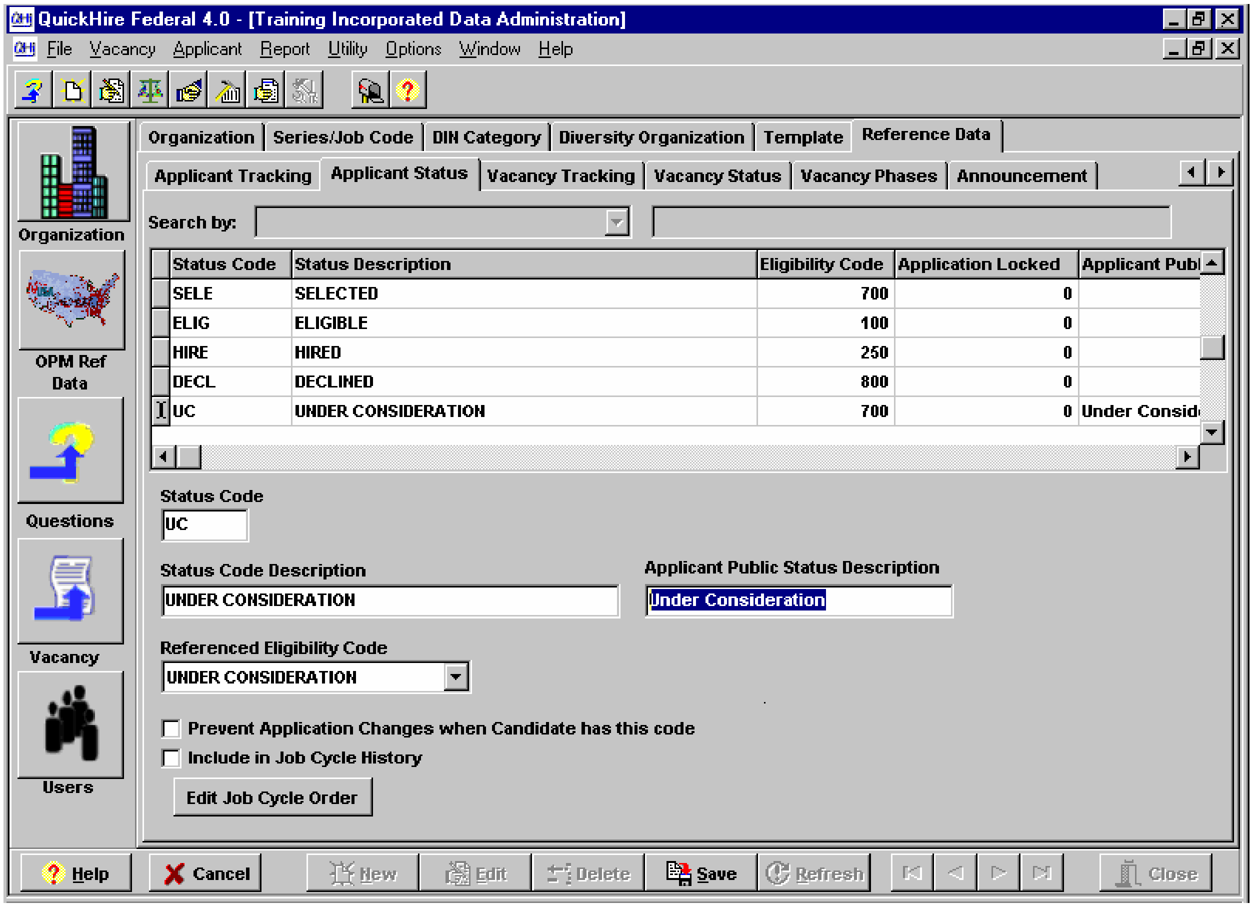

Fig. 14.1 Applicant Public Status Description

To Create an Applicant Public Status Description, ensure that the user has the **Data Administrator permission**. From the Data Administrator, navigate to the **Applicant Status tab**. Select an existing applicant custom status record or create a new one. Fill in the **Applicant Public Status Description** field with the value to be displayed to applicants when they have been assigned the selected applicant custom status code. Click the **Save** button.

14.2 Creating a Vacancy Public Status

Users will see an additional text box in the Vacancy Status tab in Data Administration titled **Vacancy Public Status Description**, **Figure 14.2.** This text box is where applicants can enter a Vacancy Public Status Description, which applicants will see when they check the status of their application on the web. This is not a required field. If left blank, when the applicant views his application status on the web, “Status Not Disclosed” will be displayed for the vacancy when the applicant views the status on the web. Modifying the Vacancy Public Status Description field for a vacancy custom status code will change what is displayed to the applicant on the web for any/all positions that are assigned the vacancy custom status code. (Note: This is not the case with the applicant public status description.)

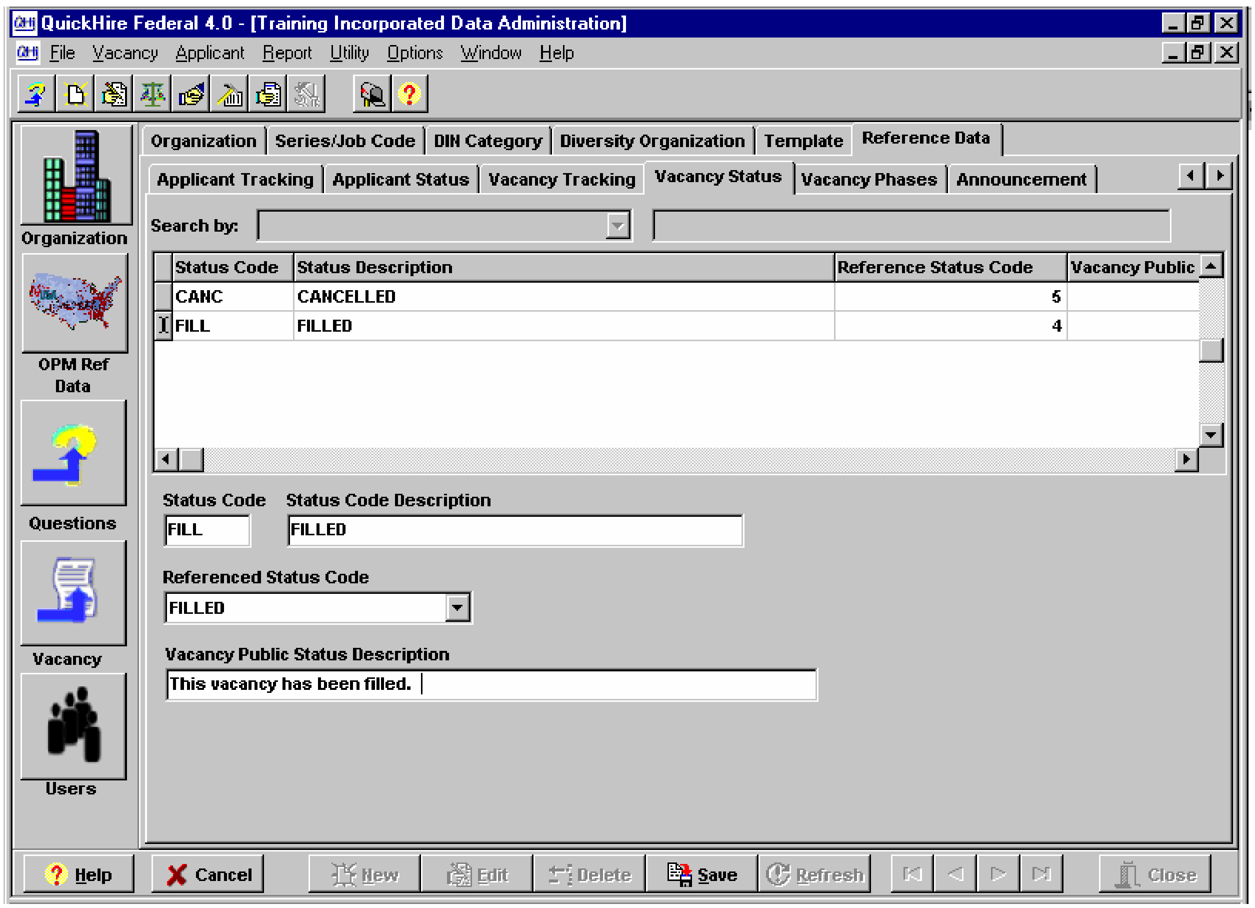

Fig. 14.2 Vacancy Public Status Description

To create a Vacancy Public Status Description, ensure that the user has the Data Administrator permission. From the Data Administrator navigate to the **Vacancy Status tab**. Select an existing vacancy custom status record or create a new one. Fill in the **Vacancy Public Status Description** field with the value to be displayed to applicants when a vacancy has been assigned the selected vacancy custom status code. Click the **Save** button.

14.3 Activating the Vacancy and Applicant Public Statuses

In **Step #7 of the Vacancy Edit Wizard,** users will see a **Show Vacancy and Applicant Public Statuses**. checkbox option under the Automatically Notify Applicants of New Vacancy check box, **Figure 14.3**. This check box, if selected, will allow applicants to view the status of their application and the status of the vacancies they applied to online. Checking this box will include the vacancy as part of the list of vacancies to be displayed on the Application Status Page in the Web Application.

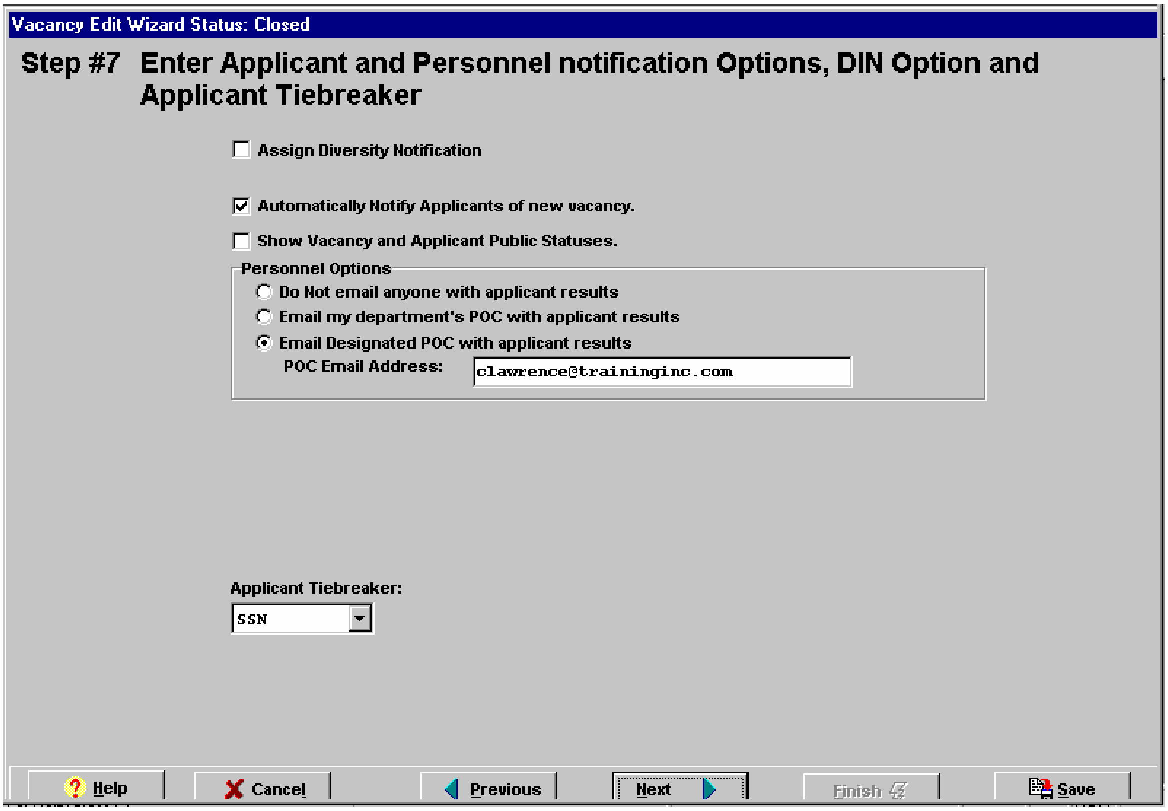

Fig. 14.3 Vacancy Public Status Description

To include a Vacancy to Display Public Statuses, when editing an existing vacancy or creating a new one, in Step #7 of the Vacancy Edit Wizard, select the check box for "Show Vacancy and Applicant Public Statuses". Select the **Save** button. Complete the Vacancy Edit Wizard. The vacancy public status, applicant public status, and comments column will display the appropriate values on the Application Status page on the web.

14.4 Adding Public Status Comments for Display

To add comments for an Applicant Public Status, the user must access the Applicant Hiring View Tab in the Applicant Manager. First, the user must select the Change Applicant Status or Change Applicants' Statuses right click option and select a status to change to. When a user changes an applicant's status (whether it be a group of applicants or a single applicant), he or she is prompted with a message for entering a reason, **Figure 14.4**. If a user would like to provide additional comments to be displayed with each applicant public status description, then the user should select **Yes**.

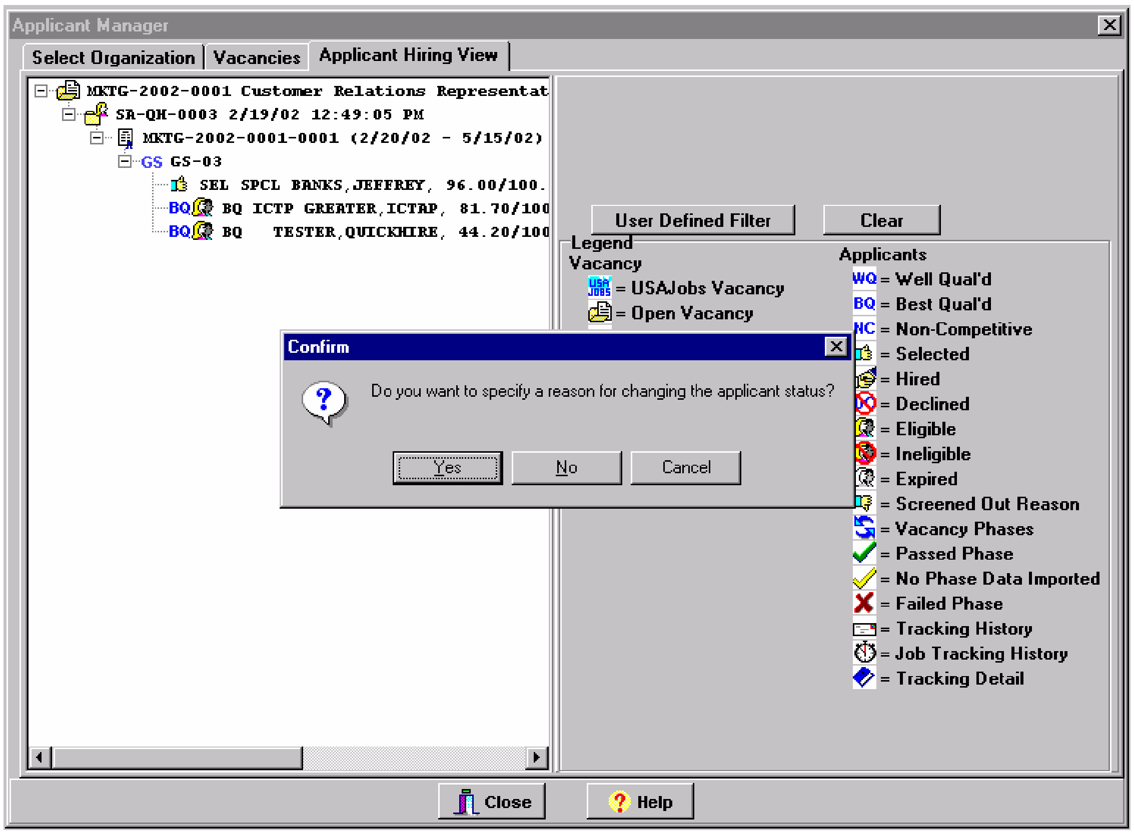

Fig. 14.4 Adding Public Status Comments for Display

The **Add Applicant Job Tracking Item** window, **Figure 14.5**, appears with additional fields for viewing the applicant public status description and for entering **Applicant Public Status Comments**. These comments will be displayed next to the applicant's applicant public status description for the vacancy in the Web Application. In the Add Applicant Job Tracking Item window, the user can enter a reason for the change in status.

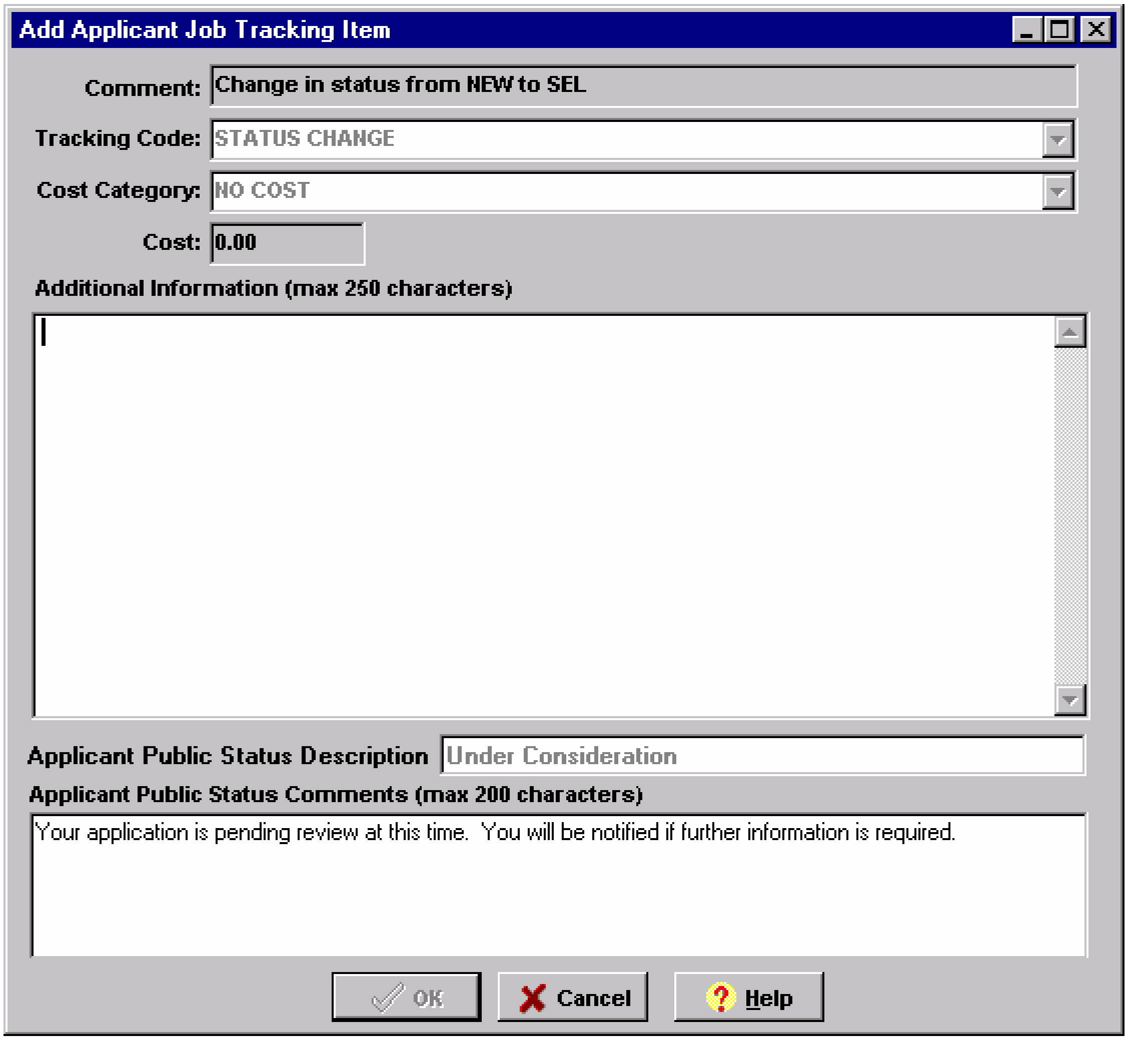

Fig. 14.5 Adding Comments for an Applicant's Public Status

The Applicant Public Status Description field is view only, and is not editable. For the Applicant Public Status Comments field, up to 200 characters can be entered. These remarks are not editable once entered and saved, and are only visible when viewing the detail of an Applicant Job Tracking Item, or when viewing the applicant's status on the web. This field is not mandatory. These fields are only available on in this window when the user has selected to "Show Vacancy and Applicant Public Statuses" in Step #7 of the Vacancy Edit Wizard. If a user elected to change a group of applicant's statuses, the comment entered applies to all applicants that were part of the selection for change in status.

To enter Applicant Comments, from the Applicant Manager, select the option **Change Applicant Status** or **Change Applicants' Statuses**. When prompted to enter a reason for the change in status, select the **Yes** option. From the Add Applicant Job Tracking Item window, fill in all the necessary information. To enter in a comment for display to the applicant when an applicant views their application status, fill in a comment in the Applicant Public Status Comments field. Select **OK**.

14.5 Applicant Web Login

This section shows the QuickHire user what applicants will see in the Web Application when they apply for vacancies using QuickHire. The applicant login page, **Figure 14.6**, includes an option for viewing one's application status. To view the position(s) that he or she has applied to, an applicant must enter in a valid **User ID** and **password** and select the option for "**View My Application Status**."

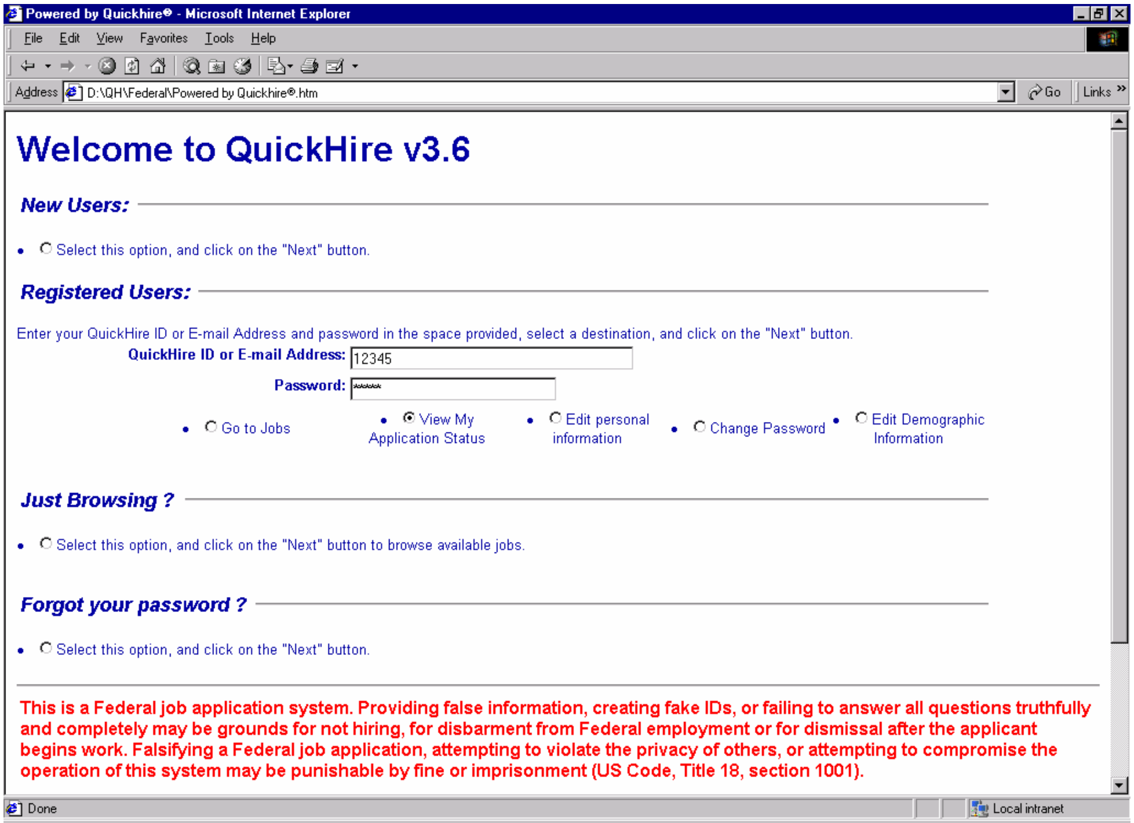

Fig. 14.6 Applicant Web Login

14.6 Viewing the Status of an Application Applicant Web Login

Once an applicant logs into the Web Application, all vacancies that he or she has applied to will be listed. Vacancies are listed alphabetically by Job Title, then by Announcement Number. If an applicant has applied to multiple grades, the Application Status and Comments columns are divided according the number of grades the applicant has applied to. Each grade level/comment is divided. See **Figure 14.7**.

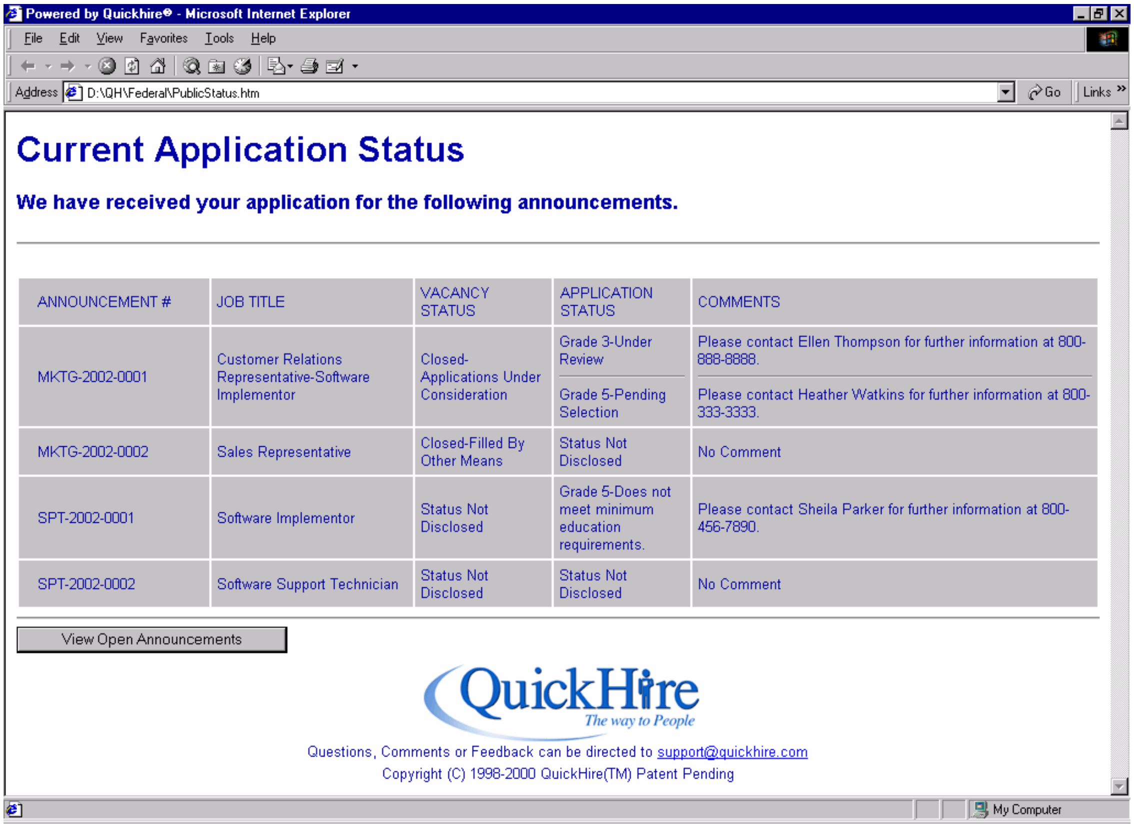

Fig. 14.7 Viewing the Status of an Application

Only vacancies for which the user elected for the application status to be visible to its applicants (by checking the "Show Vacancy and Applicant Public Statuses" checkbox in Step #7 of the Vacancy Edit Wizard) will list a **Vacancy Public Status** and/or **Applicant Public Status**. However, if the user did not designate a **Vacancy Public Status Description** or an **Applicant Public Status Description** (this is done in the Data Administration module), the Vacancy Public Status and the Applicant Public Status will not be visible. Instead, if a Vacancy Custom Status Code did not have a Vacancy Public Status Description filled in, then "Status Not Disclosed" will be displayed in the Vacancy Status column in the Web Application. If an Applicant Custom Status Code did not have an Applicant Public Status Description filled in, then "Status Not Disclosed" will be displayed in the Application Status column, and "No Comment" will be displayed in the Comments column in the Web Application.

In the case where the applicant has applied for multiple grade levels, then the applicant may have “Status Not Disclosed” displayed in the Application Status column and “No Comment” in the Comments column for one grade level, and have an application public status and comment for the other grade level. If a user declined to enter in a reason for a change in applicant status then “No Comment” appears in the Comments column. If a particular vacancy is still open (posted on the web), the vacancy number becomes a link so that when the applicant click on the number, he or she is taken to the Grade and Location Selection page.

Vacancies where the user selects NOT to display the application status to applicants (by NOT checking the “Show Vacancy and Applicant Public Statuses” checkbox in Step #7 of the Vacancy Edit Wizard) will show “Status Not Disclosed” in both the Vacancy Status and Application Status columns, and “No Comment” will be displayed in the Comments column. See **Figure 14.7**.

When an applicant has not submitted any applications for any announcements, the Current Application Status page will display the message below, **Figure 14.8**. Applicants can view the list of open positions by selecting the **View Open Announcements** button.

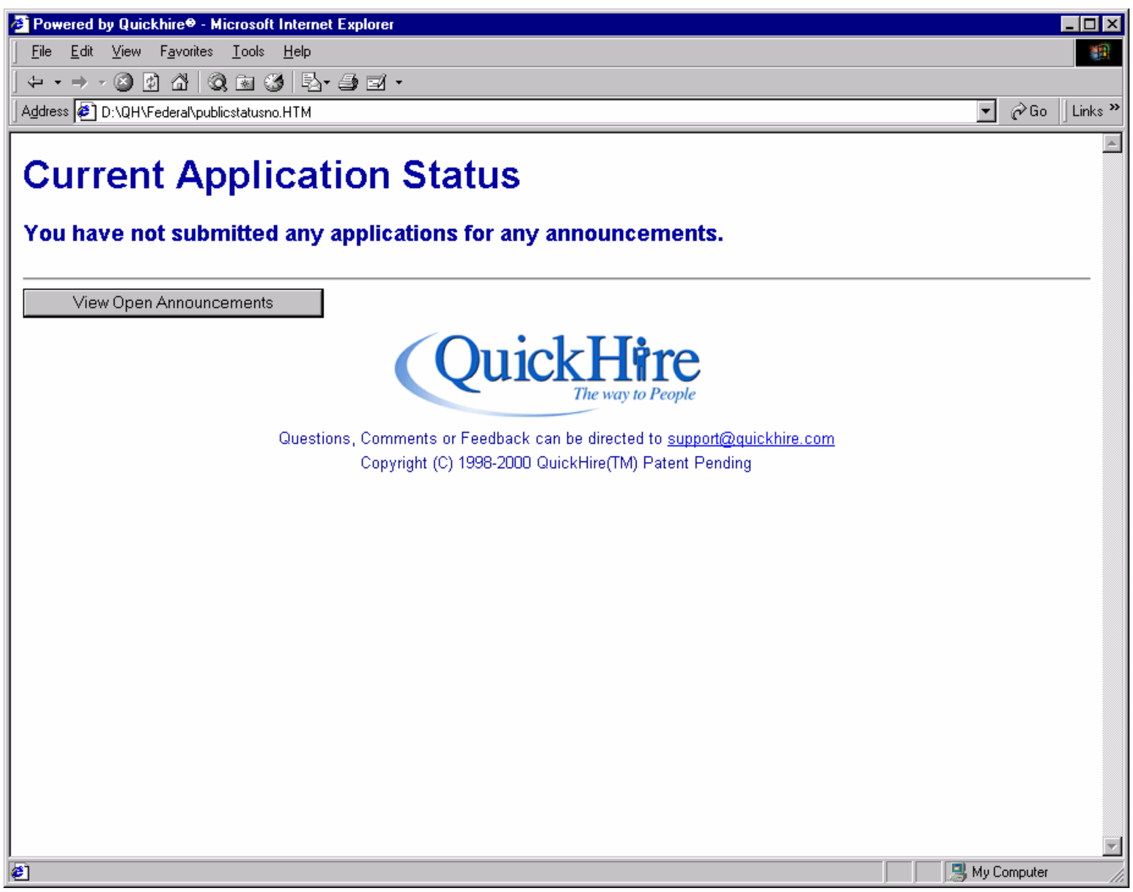

Fig. 14.8 No Applications Submitted

In summary, to view an Applicant's Application Status, the applicant must enter in a valid **User ID** and **password** combination on the applicant login page, **Figure 14.6**, and select the option for "**View My Application Status**." The applicant must then select the **Submit** button, and the Application Status page appears for the applicant to review the application status, **Figure 14.7**.

14.7 Chapter Summary

The **Public Status** module is available to QuickHire users as an additional feature to the core QuickHire product. This feature is helpful to users who have limited time to respond to applicants following up on the status of their applications. It allows applicants to view the status of their application online at any time as often as they would like. The last two sections of this chapter actually show QuickHire users the Web Application (i.e. what their applicants will see). The applicants will be able to see the status of the Vacancy they applied to and the status of their application.

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